



Matchmaker Resource Package
2018

Welcome!

Congratulations! You have been accepted into the Matchmaker program. We have created this resource package based on the application criteria you filled out on the Response Innovation Lab website.

This resource package contains the top three organizations that we think offer the best solutions to your problem. Within each of these summaries we will tell you about the organization, their key value to you, and how they meet your match criteria.

We will also share with you next steps and contact info at each of these organizations. Lastly, we provide links to financial resources.

Summary

PROBLEM DESCRIPTION

Accurate and timely selection of beneficiaries for the Unconditional Cash Transfer Program is needed as part of the Earthquake Response. The selection of beneficiaries is currently done according to criteria that is aligned with the Cash Based Programming Cluster, however, the application of this criteria is difficult in practice for a number of reasons as a) the local government and some community leaders and members want blanket coverage of this program b) the beneficiary selection is done in coordination with local leaders and there are many reported instances of politicisation and nepotism influencing the selection process c) the accompanying community feedback mechanisms are not robust enough to provide real-time feedback to the organisation on selection irregularities.

LOCATION

Nepal

SECTOR

Livelihood and Economic Recovery, Humanitarian Accountability

DEMOGRAPHIC

Community, families

HUMANITARIAN NEED

Accountability



Overview

The Cash Based Programming Challenge statement was investigated by the RIL in-country MatchMaker Specialist and the Global Program Manager. The two staff used their connections and contacts within the Humanitarian Sector and within the Customer Analytics sector to source solutions for the challenges being faced in both the area of beneficiary selection and community feedback which were outlined in the problem statement.

While Accountability to Communities is gaining traction within the humanitarian sector as a priority for both organisations, host governments and donors it continues to be a challenging space. There is often focus on this area by humanitarian organisations, but a lack of dedicated financial or human resources in order to put in place robust systems. Many organisations contacted as part of the preparation of this Solution Package expressed facing similar issues in beneficiary selection and community feedback.

AKVOFLOW

LOCATION

Operates in over 20 countries

SECTOR

Humanitarian Accountability

Keystone Accountability

LOCATION

Operates in over 20 countries

SECTOR

Humanitarian Accountability

Facebook Analytics

LOCATION

worldwide

SECTOR

Social Media, Customer analytics

Facebook Analytics

LOCATION

Iraq

SECTOR

Humanitarian Assistance

258 organisations use AkvoFlow, with 5,250,198 survey forms from communities submitted via AKvo flow to these organisations.

AKVOFlow

ABOUT THE ORGANIZATION

Akvo is a not-for-profit foundation that creates open source, internet and mobile software and sensors. Their work is focused on improving infrastructure and services, for disadvantaged populations and making international development and country governance more effective, transparent and collaborative.

KEY VALUE

Akvo tools help organisations collect useful data, in better ways. We provide training to improve skills in gathering, mapping, and visualising data over time. Partners use Akvo tools to integrate and analyse their data with other sources. This gives insight into complex situations, turning data into knowledge that drives better decisions. Akvo tools are open source. This means that if trained, the IT department of your organisation could support the development and roll out of the software and there would not be a need for ongoing contracting of Akvo to solve this challenge.

Akvo Flow is one tool that is best suited to the humanitarian challenge identified in the challenge brief. Akvoflow is a data collection and monitoring tool that works anywhere. It uses a smartphone and an online workspace and provides a simple way to gather reliable, geographically referenced data that can be used straight away.

Match Criteria

Overall the match with this organization's tool is a strong one. It has been used in both rapid onset and chronic emergencies in the past and has a broad range of current users.

1. SCALING

The tool has already been scaled and replicated in similar context to the one you specified.

2. POLICY

There doesn't seem to be a conflict with the policy you have specified at this time.

3. STAFFING

Will need staffing to run it and potential support from Keystone data analytics

4. FINANCIAL CHALLENGES

System will need staffing to run it. May need support from Arko staff to train and analyse the results.

6. IMPLEMENTATION

The tool can be implemented simply. Open source data and software, online tutorials available, and software can work offline

5. BUDGET

10K or more to set up and run

1.



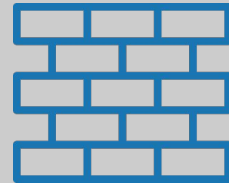
2.



3.



4.



5.



6.



These tools have been used cross-sector in public, private and non-profits organisations with success across sectors.

Keystone Accountability

ABOUT THE ORGANIZATION

Keystone Accountability is an organisation that has worked with a number of for profit and non-profit organisations to help them understand and improve performance through harnessing feedback from the people they serve. *The key elements of the approach of Keystone Accountability and their Feedback Commons system is their end to end approach, their online AI analytics and the ability to benchmark against other organisations.*

KEY VALUE

The Feedback commons is a methodology and a tool that focuses on measuring relationships over time as a proxy for hard-to-measure impact so that NGO managers can change and adapt when communities and partners feel things aren't working. It supports benchmarking on performance to similar organisation so the organisation is not accountable to communities in isolation. Working with a Keystone consultant, they will train the Humanitarian Accountability Team to Import/export data from any source, contrast with our baseline scores, and automate report writing and delivery to clients, or co-design surveys using interactive survey builders. The consultant will work with your team to develop a system using feedback collection methods that can then be combined into one report.

Keystone will work with the organisation to audit the questions/data being collected from the community. By uploading the CSV, the Feedback Commons tool can tell you how the questions you ask (or the things you measure) compare with what other organizations have asked the people they serve elsewhere.

Match Criteria

Overall the match with this organization's tool is a strong one. It has been used in both rapid onset and chronic emergencies in the past and has a broad range of current users.

1. SCALING

Has already been scaled and replicated in over 20 countries, both rapid onset and chronic emergencies

2. POLICY

No challenges identified for the context outlined in your problem statement

3. STAFFING

The tools are designed to be used by all levels of staff and training is provided

4. FINANCIAL CHALLENGES

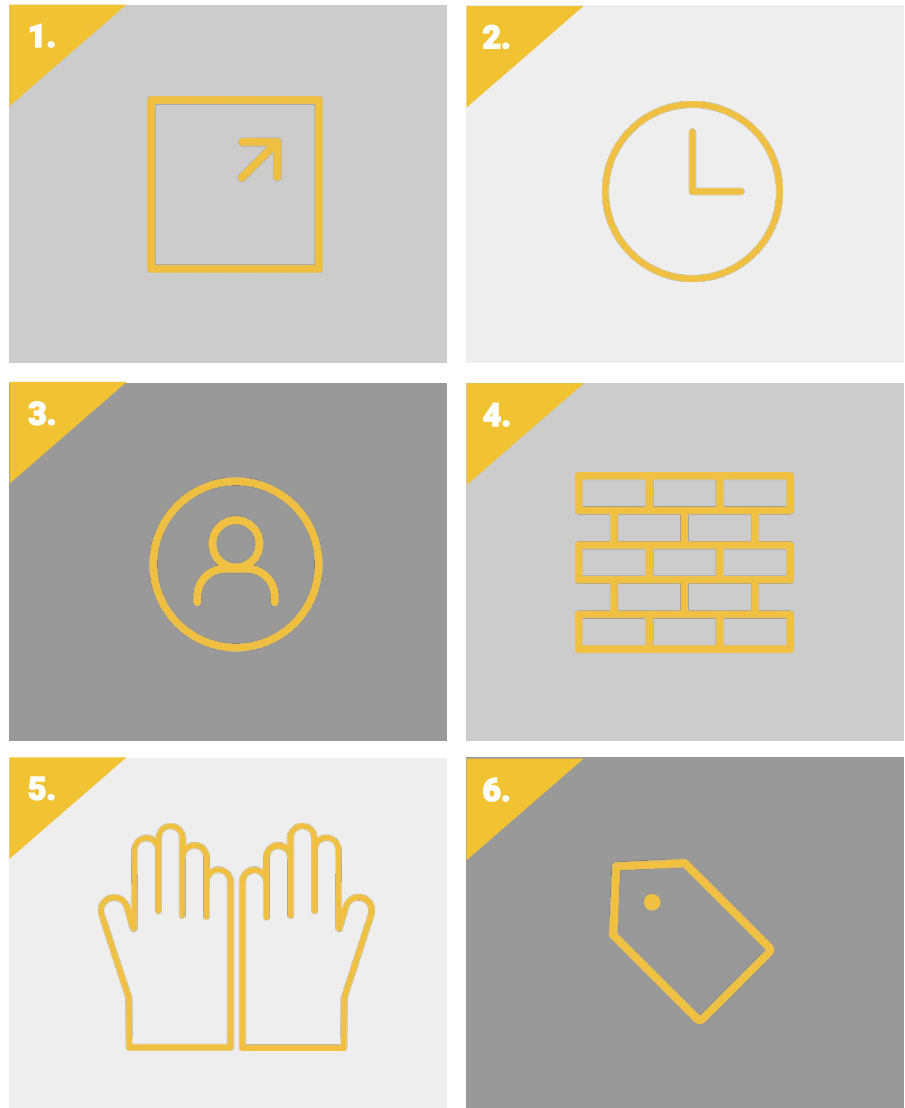
If ongoing support from Keystone staff is needed this may provide some financial barrier to long term implementation of this innovation

6. IMPLEMENTATION

Keystone can build the system but will require support from the IT department of your organisation.

5. BUDGET

10k or more



Use Facebook Analytics to understand and optimize customer behaviour, dive in to community feedback and re-engage your audience, unify analytics and increase productivity, and send push notifications.

Facebook Analytics

ABOUT THE ORGANIZATION

Facebook is a publicly listed, globally recognised social media platform that has over 2 billion users each month. Facebook can be accessed on a range of devices with internet connectivity. Over recent years Facebook has led initiatives to be more responsible in terms of the connectivity it brings to the world.

KEY VALUE

Facebook Analytics works with companies to Understand and optimize customer behaviour through Understanding how people take action for different events, improving conversion rates and measuring performance/value change over a customer life time. The analytics tool also has the ability to identify and reach out to specific segments of a customer group and to send customizable push and in-app notifications to elicit responses about certain topics.

These functions of Facebook Analytics could be adapted to suit the needs of impacted communities and the questions/customer satisfaction points that your organisation has, such a capturing and making adaptive decisions about beneficiary feedback process and outcome. It could be used to have two-way communication via Facebook Free Basics between the community and the organisation on the issue of community feedback and beneficiary selection.

Match Criteria

Overall this is a medium match. There is a moderate cost and it would need to be adaptations to the tool to ensure it meets your needs, however longer term it could provide high community engagement and feedback opportunities

1. SCALING

Yes, but not used in the humanitarian context yet

2. POLICY

Investigation into impact on principles neutrality/impartiality and privacy of data

3. STAFFING

Staffing support needed to support impacted community to use Free Facebook (internet.org)

4. FINANCIAL CHALLENGES

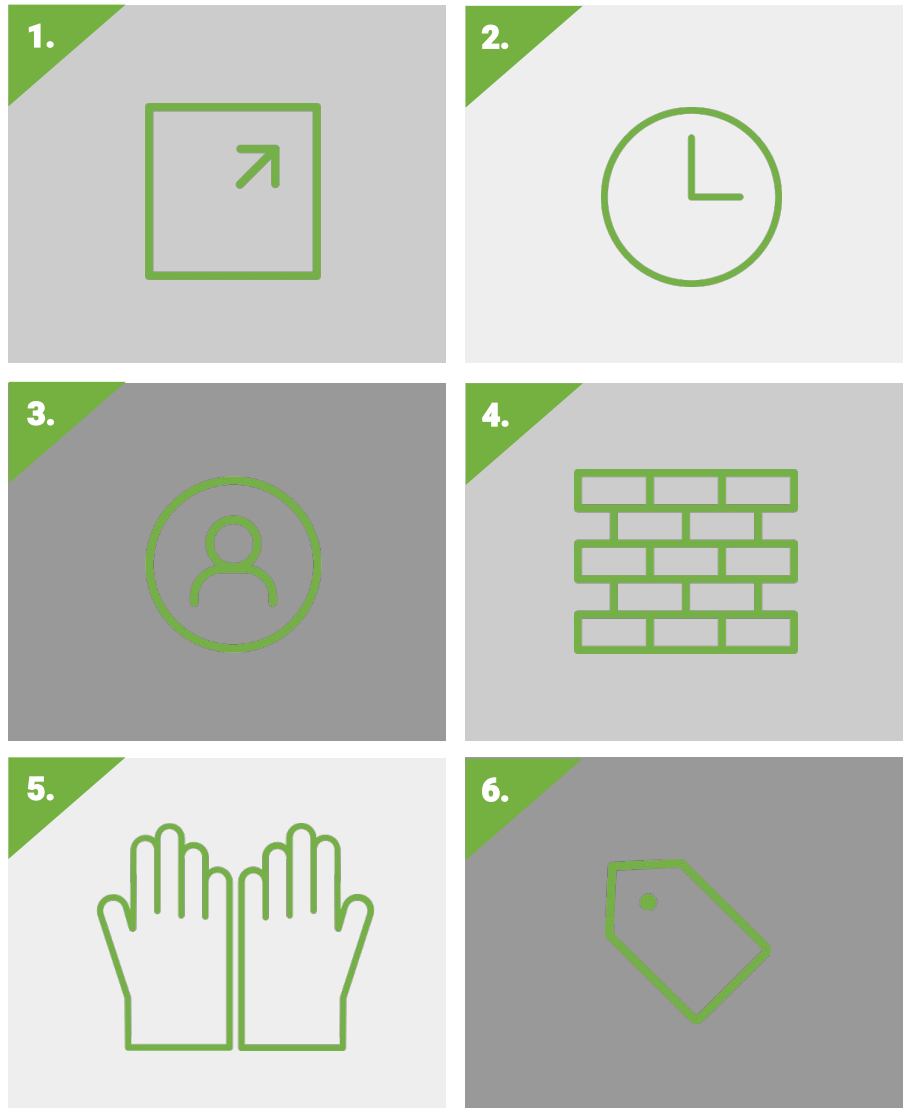
Moderate cost to commence. Start up time of three months would need to be fully funded also

6. IMPLEMENTATION

Internet.org has a free version of Facebook that has reduced capacity but allows all people to get online

5. BUDGET

50k or more



As of the end of 2017, the Iraq IDP Information Centre (Iraq IIC) has handled 100,000 calls from displaced people inside Iraq.

UNOPS Iraq IDP Information Centre

ABOUT THE ORGANIZATION

Iraq IDP Information Centre was established in Iraq by UNOPS to serve the information and feedback needs of the displaced and host communities. It is an interagency call centre that can connect people to humanitarian assistance - including information on shelter, food and cash, reporting missing family members, child welfare support, unexploded ordinances, emotional support, reporting fraud, abuse or harassment etc

KEY VALUE

The Iraq IIC is a free hotline for displaced Iraqis to access information about humanitarian assistance, request assistance, raise complaints and provide feedback on the humanitarian response provided by aid agencies. The hotline is a coordinated hotline for all humanitarian actors. It fields and responds to requests for information and complaints. It is a countrywide, toll-free confidential number that gives people living in hard-to-reach areas a voice and a safe space to talk. The Iraq IIC has documented access and other critical protection issues, triggering assessment missions, interventions, and coordinated responses. People call to request assistance and to report allegations of sexual exploitation and abuse, other forms of abuse, as well as fraud, which the call center staff forward to relevant agencies. The project gathers data from callers to identify any needs that the people affected by the conflict might have, as well as gaps in services. The information is then shared with humanitarian aid organisations to help improve programming.

Match Criteria

Overall the match with this organization's tool is a strong one. The context is somewhat similar, the concept is transferable and the innovation is relatively simple to replicate

1. SCALING

The innovation has not been scaled in other Responses, but has had good results in Iraq

2. POLICY

There doesn't seem to be a conflict with the policy you have specified at this time.

3. STAFFING

Staffing needed to run the call centre and analytics. Buy-in from Humanitarian sector

4. FINANCIAL CHALLENGES

Initial set-up costs needed for staffing, equipment and promotion of the service and to create referral pathway

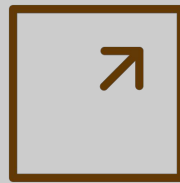
6. IMPLEMENTATION

The tool can be implemented simply. Discussion needed with UNOPS to access their analytics and reporting

5. BUDGET

Set up of \$250k and ongoing costs

1.



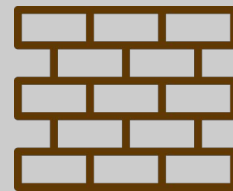
2.



3.



4.



5.



6.



Future Planning

We've identified the next steps for the solutions we identified and prepared a list of possible financial resources for you.

NEXT STEPS

1. INTRODUCE

Introduce yourself to key contacts in the organisation during a phone call.

2. PLAN ACTION

Develop an action plan for going forward.

3. DEMO SOFTWARE

Ask for an online demo of the software.

AkvoFlow

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Keystone Accountability

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Facebook Analytics

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UNOPS IRAQ IDP Info Center

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FINANCIAL RESOURCES

CISCO Impact Cash Grants

<https://go.globalinnovationexchange.org/funding/307>

Willow Impact Investors

<https://go.globalinnovationexchange.org/funding/1071>

Global Innovation Fund

<https://go.globalinnovationexchange.org/funding/28>

IKEA Foundation

<https://www.ikeafoundation.org/about-us-ikea-foundation/funding/>