



Inter-sectoral Meeting – January 24 , 2014

Agenda

- Mass information
- Targeting update
- RAIS

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- RAIS

Definition



Mass Information = ‘communicating with large population groups in situations of crisis or delivering vital information through multiple dissemination practices’.

MI in Lebanon is needed to provide info to:

- Syrian refugees
- Palestine Refugees from Syria
- Lebanese Returnees
- Host Communities

Vision



“Syrian refugees and all people of concern are informed about services and assistance provided by humanitarian actors and included in decisions that affect their lives through two-way communication mechanisms.”

Why do we need MI?

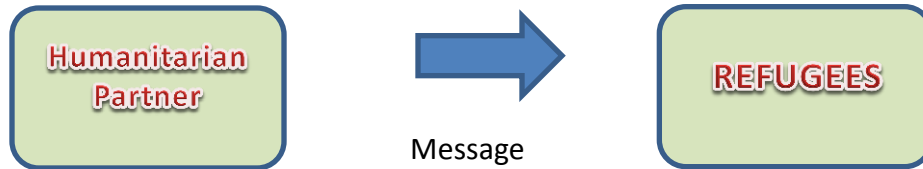


- Information is aid
- Consistence of messages
- Smoothness of operations
- Public safety and security

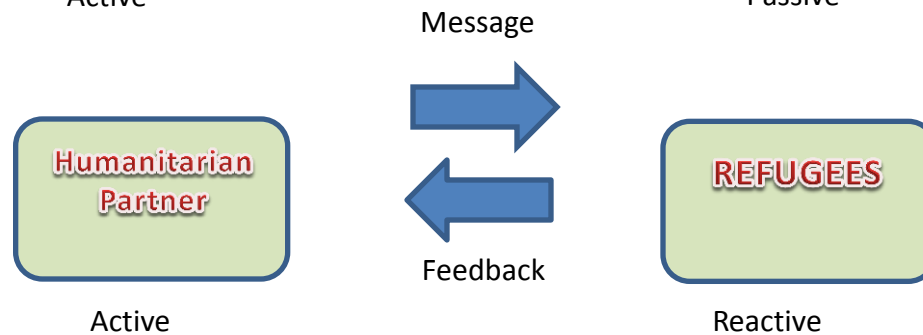
A two-way communication should be a component of every operation, especially in emergencies.



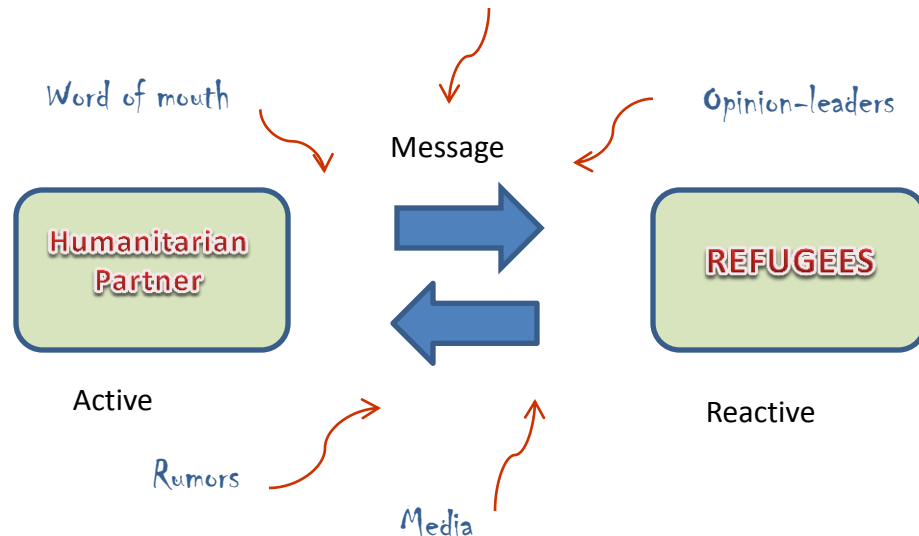
Information vs Communication



1 - STEP COMMUNICATION

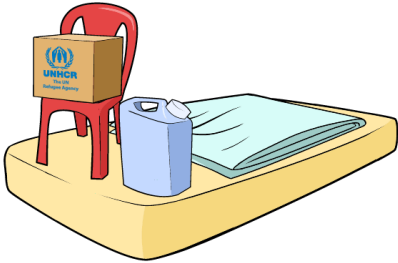


2 - STEP COMMUNICATION



MULTI - STEP COMMUNICATION

What to say?



NFI's/Assistance



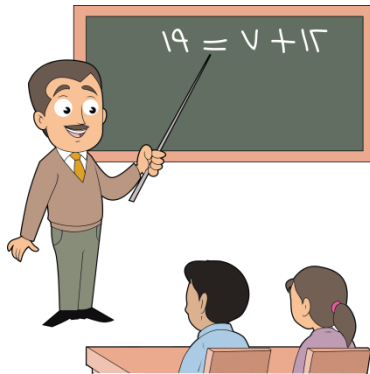
Food



Health



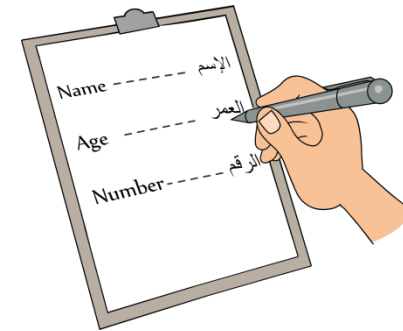
Psychosocial
support



Education



No Money for
Services

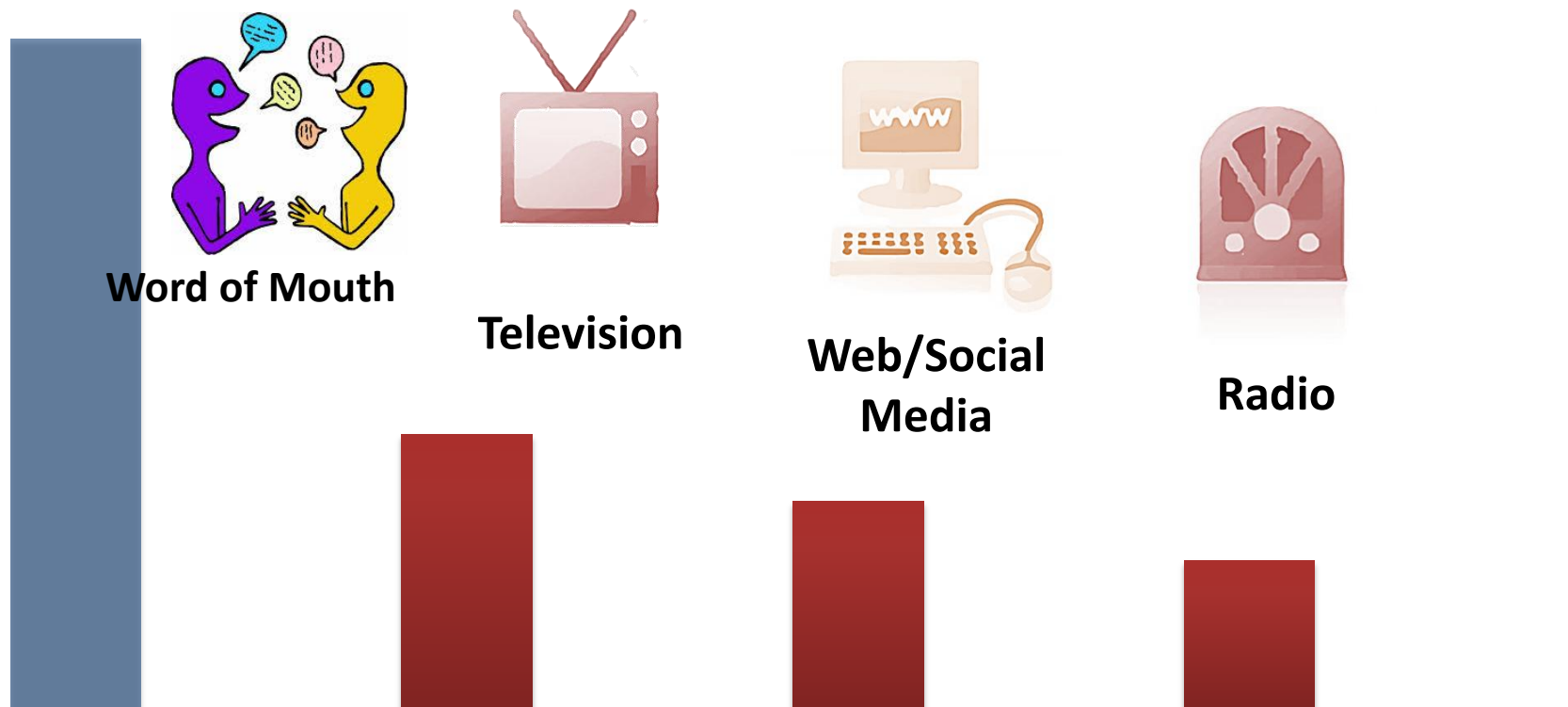


Registration



Legal
Counseling

Where Syrians get their info from



Word of Mouth is essential to delivering info to Syrians in Lebanon – *(no stats available)*

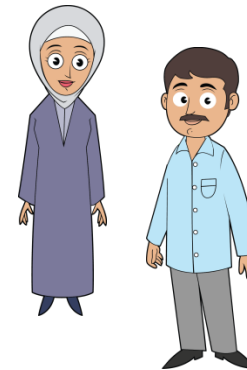
How?



- MI material (Leaflets, posters, Q&As, videos)



- MI outreach network expanded



- Television and Radio



- Internet/Social Media



How?



- Helpline/SMS system



- Street sign boards
- Through MI Coordination and Info Sharing among stakeholders



Challenges



- Disperse Refugee Population
- Overstretched Social Services
- Increasing Tension with Local Population
- Gaps in Information (lack of info/confusion, duplicated mechanisms of dissemination, etc)



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- RAIS

Methods I: caseload definition

- **Assessment**

- Multi-sectoral questionnaire discussed and agreed with partners

- **Vulnerability criteria definition**

- Sector-specific vulnerability criteria discussed and agreed with sector working groups. 8 sectors:
 - Economic vulnerability Education Food security
 - Health NFI Protection
 - Shelter WASH
- Overall vulnerability criteria – composite of the 8 sector-specific criteria

- **Application of vulnerability criteria to VASyR database.**

It provided the vulnerability profile of the population.

Methods II: How to identify them?

- **Verification questionnaire:** simplified version of VASyR. 2 page questionnaire that includes the most sensitive indicators of vulnerability. It allows classifying HH as eligible or not for assistance.
- **First filter: burden score.** First filter criteria based on the information on household composition (direct and indirect indicators based on age and gender of household members and specific needs) that was available in UNHCR registration database (PROGRESS).
- Based on this criteria 70% of refugees were identified to be eligible for assistance.

Implementation

- 1- Run burden score in ProGress in order to come up with the initial eligibility list. (August 2013)
- 2- Informing Syrian refugees of their eligibility status. (August – September 2013)*
- 3- Launching the Appeals process (Sep to Nov 2013)
- 4- Verification of Households (HHs) who submitted an appeal form (Oct – Dec 2013) or living above 500m.
- 5- Re-inclusion of HHs after verification (Dec-January 2013)
- * Targeting only took effect on first of October.

Verification questionnaire

GOVERNORATE	Low-Mild Vulnerability (excluded)		Moderate-Severe Vulnerability (re-included)		Total	
	No. of Households	Percentage excluded	No. of Households	Percentage Included	No. of Households	By Area
Beirut	242	65.9%	125	34.1%	367	1.3%
Bekaa	7950	73.0%	2940	27.0%	10890	38.4%
Mount Lebanon	3082	76.8%	930	23.2%	4012	14.1%
North	7860	81.1%	1833	18.9%	9693	34.2%
South	2089	78.7%	565	21.3%	2654	9.4%
Unknown	585	78.2%	163	21.8%	748	2.6%
Total	21808	76.9%	6556	23.1%	28364	100.0%

Challenges

- Mass information campaign is challenging due to the urban setting, and to the struggle to provide sufficient information without introducing bias in the appeal process.
- WFP Database readiness for such large scale assessments/verification exercises.
- Finding and managing some 300 verification staff operating at the same time and with different NGOs.

Steps forward

- Revision of cases by MFTs
- Identification of cases with unclear data
- Ensure that all household to be visited have been analyzed
- Analyze information collected
- Lessons learnt exercise in close coordination with various stakeholders

“Many information systems fail because of their complexity. RAIS is very simple and easy to use and ensures that only important, required data is entered.” *Data Analysis Group*

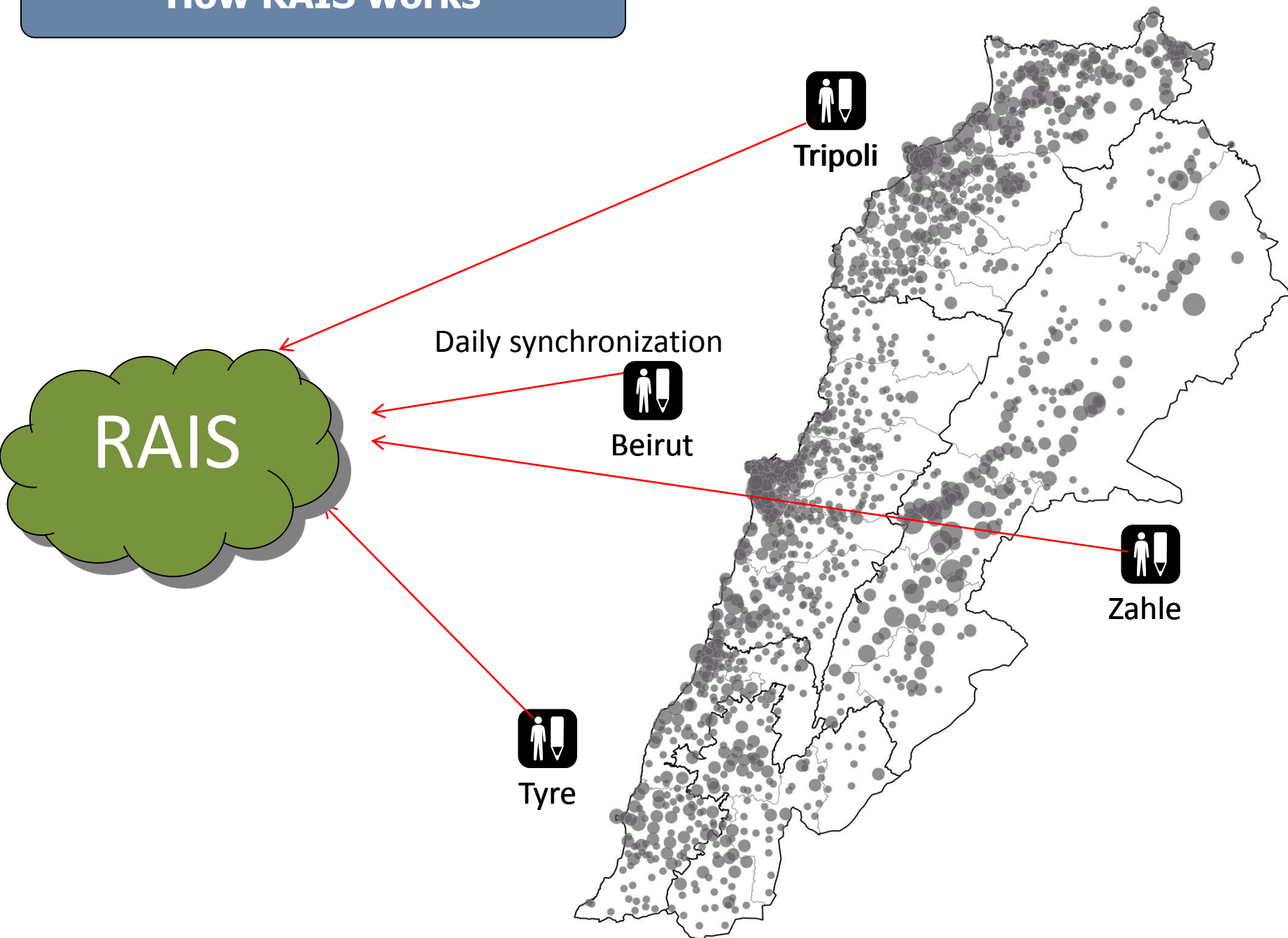
Refugee Assistance Information System (RAIS)

What is RAIS?

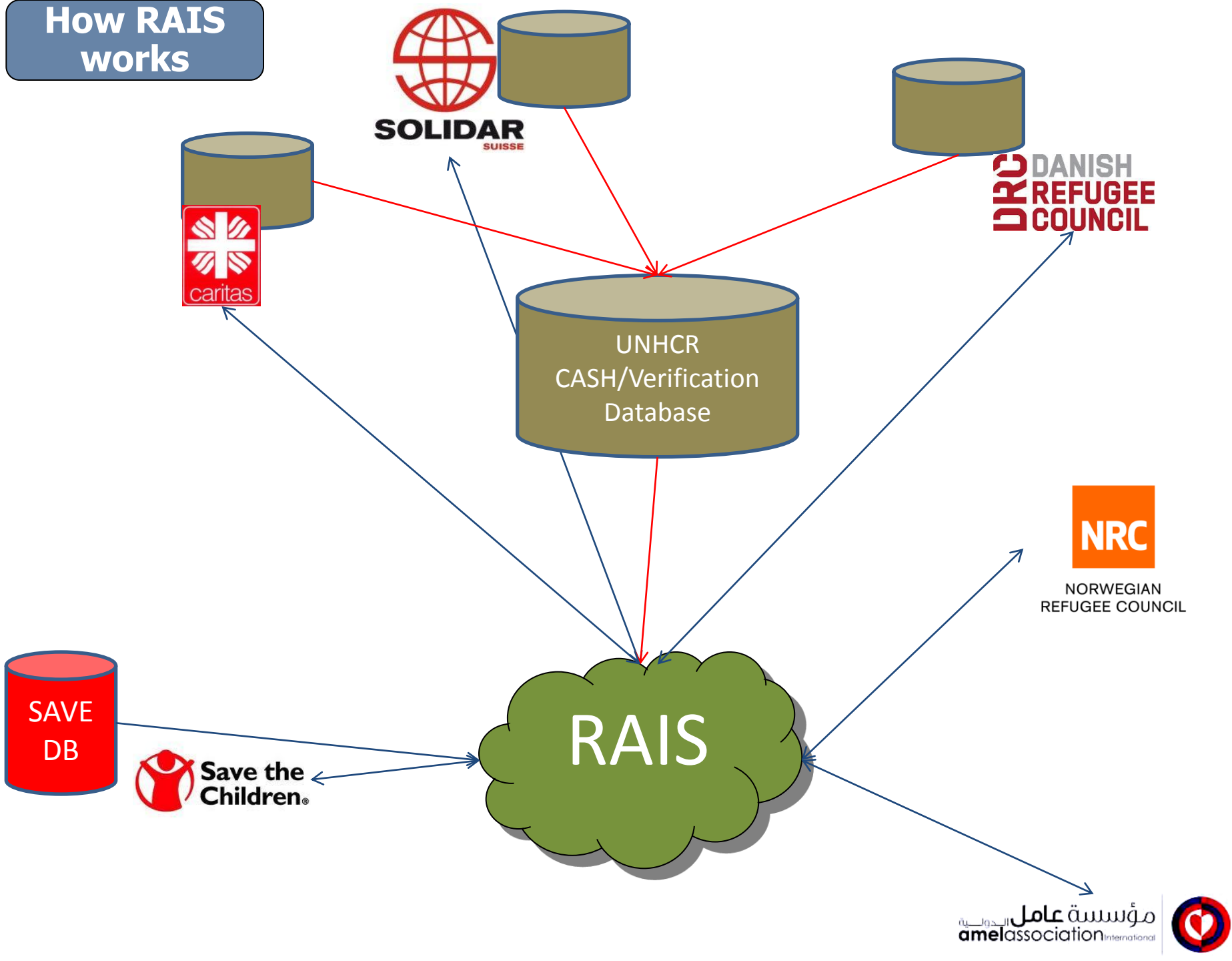
The Refugee Assistance Information System

- A complementary system to UNHCR's registration database proGres
- Online, simple Assistance Tracking database
- Information system to compile all assistance and assessment data linked to refugee families and individuals
- Shared
- Secure

How RAIS works



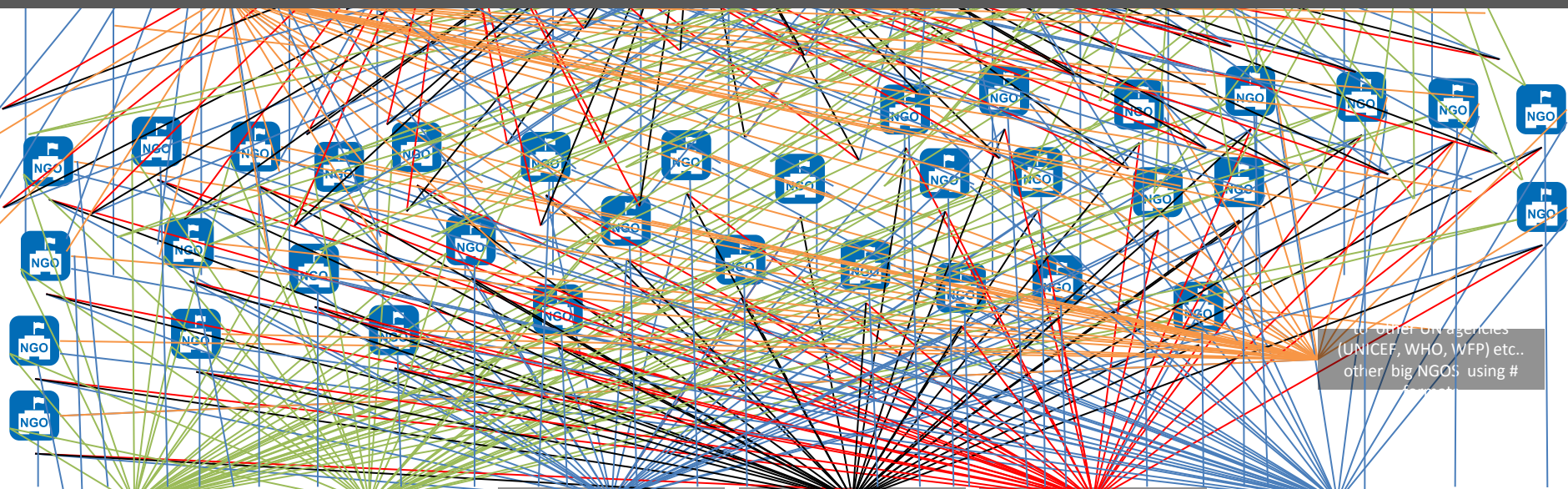
How RAIS works



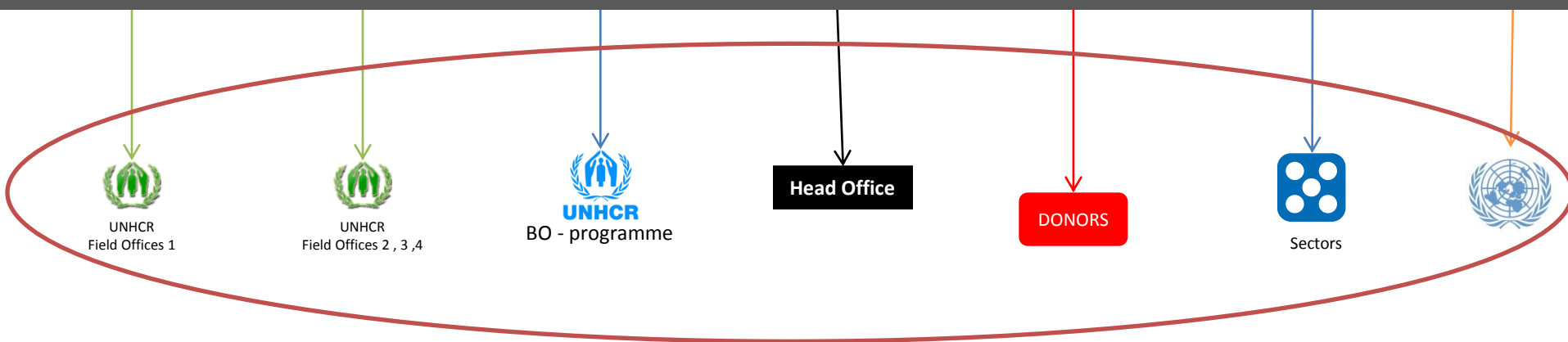
The Refugee Assistance Information System (RAIS)

- Effectiveness
- Coordination
- Accountability

A Common Assistance Tracking Tool (RAIS)



A REPORTING INTERFACE BETWEEN ACTORS AND USERS (Activity Info)



Selected RAIS Screen Shots

RAIS maintains confidentiality and data security. Refugee Assistance Information System (RAIS)

Access Log
 Group Management
 User Management
 IP Address Management
 Summary Query Management
 Organization Management
 Site Management
 Add/Update Support Info
 Notifications Management
 Assistance Type Management
 Message Box
 Reports Management
 Log Out

Navigate here:

- Access Log
- Group Management
- User Management
- IP Address Management
- Summary Query Management
- Organization Management
- Site Management
- Assistance Type Management
- Add/Update Support Info
- Notifications Management
- System Variables
- Change Password
- Message Box
- Reports Management
- Lookup Table Management

Access Log:
- Monitor users and organizations in real time

RAIS administration is a Content Management System (CMS) – management controls all aspects of the system.

User and Group Management:
-Create groups, assign roles to groups.
-Create and add users to groups.

IP Security:
-Only predefined IP addresses are allowed access. Ex: Caritas can only access RAIS from its centre

Summary Query Management:
-Create queries and share them with organizations

Manage Assistance Types:
-Create and modify assistance sectors, sub-sectors and types

Manage Organizations and Sites:
-Create new organizations
-Create new sites / camps / units

Manage Reports:
- Create reports and share them with selected organizations

Manage System Notifications:
- Choose who to notify for each event in the system, for ex: Notify UNHCR when a referral is rejected

No	First, middle & Last	Organization
238	jad ghosn Elias	United Nations High Commissioner for Refugees
237	jad ghosn Elias	United Nations High Commissioner for Refugees
236	zaid mohd farekh	Care International
235	jad ghosn Elias	United Nations High Commissioner for Refugees
234	jad ghosn Elias	United Nations High Commissioner for Refugees
233	jad ghosn Elias	United Nations High Commissioner for Refugees
232	jad ghosn Elias	United Nations High Commissioner for Refugees
231	jad ghosn Elias	United Nations High Commissioner for Refugees
230	zaid mohd farekh	Care International
229	zaid mohd farekh	Care International
228	zaid mohd farekh	Care International
227	zaid mohd farekh	Care International
226	zaid mohd farekh	Care International
225	zaid mohd farekh	Care International
224	Jghosn	United Nations High Commissioner for Refugees

Data reports can be generated with one click. Communication regarding cases is made easy. Referrals are created and tracked online.

Refugee Assistance Information System (RAIS)



Summary Report



Customer Support



RAIS Record



Message Box



Referrals



Filters and Shortcuts



Reports



Query Builder



Help



About



Log Out

Navigate here:

Summary Query

Welcome: jadg



Summary Report



Support



Change Password



RAIS Record



Search Case / Individual



Advanced Search Case / Individual



Create Case



Search Assurances



Search Health Assistance



Search Home Visit



Groups



Detect Duplicate Members



Merge/Split/Move Members

Communicate with other RAIS users and UNHCR in real time. Link to the case with one click, see who is online for urgent referrals.

Refer to UNHCR or a partner
- Quick and easy referral tool

Build customized queries using the **Query Builder**

Each organization can select and save their list of beneficiaries using **Shortcuts** and save their search result in **Filters**

Summary report customized for each organization

Search for refugees assisted by any implementing partner.

Run, print and export **data reports** to PDF, Excel or Word

Organizations using RAIS in Jordan	20
Individuals in RAIS (active, inactive and closed)	104833
Instances of Assistance Funded by UNHCR in 2009	182532
Distinct Direct Beneficiaries Assisted by UNHCR in 2009	51017
Outreach Visits in 2009	27722
Health Care Consultation in 2009	47289
IRD: Home Visits so far in 2010	8398
IRD: Home Visits so far this year	441
IRD: Home Visits so far this year	9518
IRD: Home Visits so far this year	13
CARE: Vol Rep Sessions so far this year	0
CARE: Social Work so far this year	1556
CARE: Social Work - Home visits so far this year	130
IRD: Total Addresses Created in RAIS	6093
IRD: Total Addresses Created in RAIS so far this year	60
CARE: Social Work - Home visits so far this year	18867
IMC: Health Interventions so far this year	9693
IMC: Health Consultations so far this year	4895

RAIS has powerful tools to track assistance, map refugees and services, record health information, and assess household conditions and needs. The survey tool can revolutionize information gathering.

 Add Assistance
  Home Visits
  Add Member
  Close Case

Navigate here:

- Members
 - General Information
 - Photos
 - Documents
 - Address
 - Education
 - Occupation
 - Vulnerabilities
 - Manage Members
- Assistance
 - Assistance
- Home Visits
 - Home Visit
- Health
 - Health Assistance
- Referrals
 - Create Referrals

Case View

Select Member: Albert

Name: Albert

Date of Birth: 11/1/1988

Address: (no event)

Education: (no event)

Occupation: (no event)

Vulnerabilities: (no event)

Documents

Document ID	Document Issue Date	Document Expiry Date
34324234	11/1/2009	11/19/2009

End Date: 9/28/2004

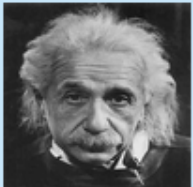
Region: Immman

Country: Afghanistan

Occupation: Production managers in manufacturing

Start Date: 11/10/2009

Status: True



Track assistance:

- Organizations can create and add their types of assistance under UNHCR pre-defined sectors and sub-sectors
- Non-confidential types of assistance are shared between partners in real time

Quickly refer a case to an organization, specifying the type of assistance required and the urgency

Powerful survey tool:

- Create unlimited number of surveys
- UNHCR units and partners can input survey data when refugees visit any centre
- Get maximum survey participation in short time

Household assessment tool:

- Assess shelter conditions, access to water, food, sanitation, health, and education, etc.
- Pictures of shelter can be uploaded
- Assessment can be shared with partners

Health Information System:

- Record and report on patients' health history, diseases, procedures, amounts spent, places where services were delivered
- Confidentiality is maintained. Only health providers and UNHCR have access, and only on an individual basis.
- UNHCR can monitor amounts spent



Maximum participation

Minimum time

Minimal effort



Survey



RAIS Survey System



Thank You