

Services Mapping

<https://www.syrianrefugeerresponse.org>

16 April 2014

Training Session

Before we start

- Do you have a LOG-IN to ActivityInfo?
→ If not, please ask for your access (end of the room)
- Check your email and follow the instructions received
- Do you have Google-Chrome (preferred), Firefox or Safari?
- LOG IN to Internet (Password on the board)
- Please have your computer ready in stand-by
- AND... Let's meet and greet!!

Why are we here?



You are the focal point for your agency for referrals and/or the referral DB

You are here to:

1. Learn how to enter data in the system
2. Understand your responsibilities
3. Learn how to teach it to your colleagues

Plan for today



Let's have a look at the Agenda!

Objectives



1. Establishing Master List of services available to refugees
2. Informing referral processes (beyond contact/ feedback – services available, where, when, etc..)
3. Searching and filtering for available services – tailored to your need
4. Disseminating the information

List of Services

One excel sheet

	A	B	C	D	E	F	G	H	I
1	Guidance	Service Mapping		USE ALT-ENTER to create new line in a cell	USE ONE LINE PER TYPE OF SERVICE - E.G EDUCATION AND HEALTH WOULD BE ON SEPARATE LINES				
2									
3									
4									
5									
6									
7									
8									
9									
10									
11									
12									
13		Last Update	Person providing the information	Organisation Name	Type of Organisation	Service Type	Details of Service	Time Available	Duration of Services
14	Craig	11/27/2013	Craig Hollingsworth (079 98 96 70 97) craig.hollingsworth@nrc.no	Norwegian Refugee Council	INGO	SHELTER	NRC will provide accommodation in peri urban areas of Irbid typically for a rent free period of 12-18 months Typically 2-3 households share different rooms in a building Conditions are basic Housing is provided in areas 15-20 mins by car out of central Irbid Town including Taybeh and Mazar with expansion to other peri-urban sub-districts in 2014	NA	On-going throughout 2013/14
15	Nahed	11/27/2013	Nahed Al-Khlouf (079 66 73 821) nahed.alkhlouf@tdh.ch	Terre des hommes - Lausanne	INGO	Child protection	- Psychosocial support to children in child friendly spaces in Irbid, Mafraq and Ramtha - Assistance to families of children, mainly through referral to existing services (NFI, house rent, medical services, ...) - Group activity for parents / support - Awareness and community messaging about child protection, available services, psychosocial support	Monday to Thursday from 8:30am to 4pm	8 months starting December 2013

syrianrefugeeresponse.org

- Syrian Refugee Response Tracking = name of the platform
- ActivityInfo = name of the software



☒ Why Activity info?



Track

Tracks sectoral activities all over Jordan in a standards applicable system that will ensure inter-operable approaches to data.



Coordinate

Records activities per location in order to reduce duplication of efforts.



Identify gaps

Displays which locations are not receiving adequate coverage for certain activities type.



Monitor

Allows for almost real time monitoring of performance and impact indicators within the Refugee Response Plan targets.



Analyse

Produces automatically maps, data analysis and reports.

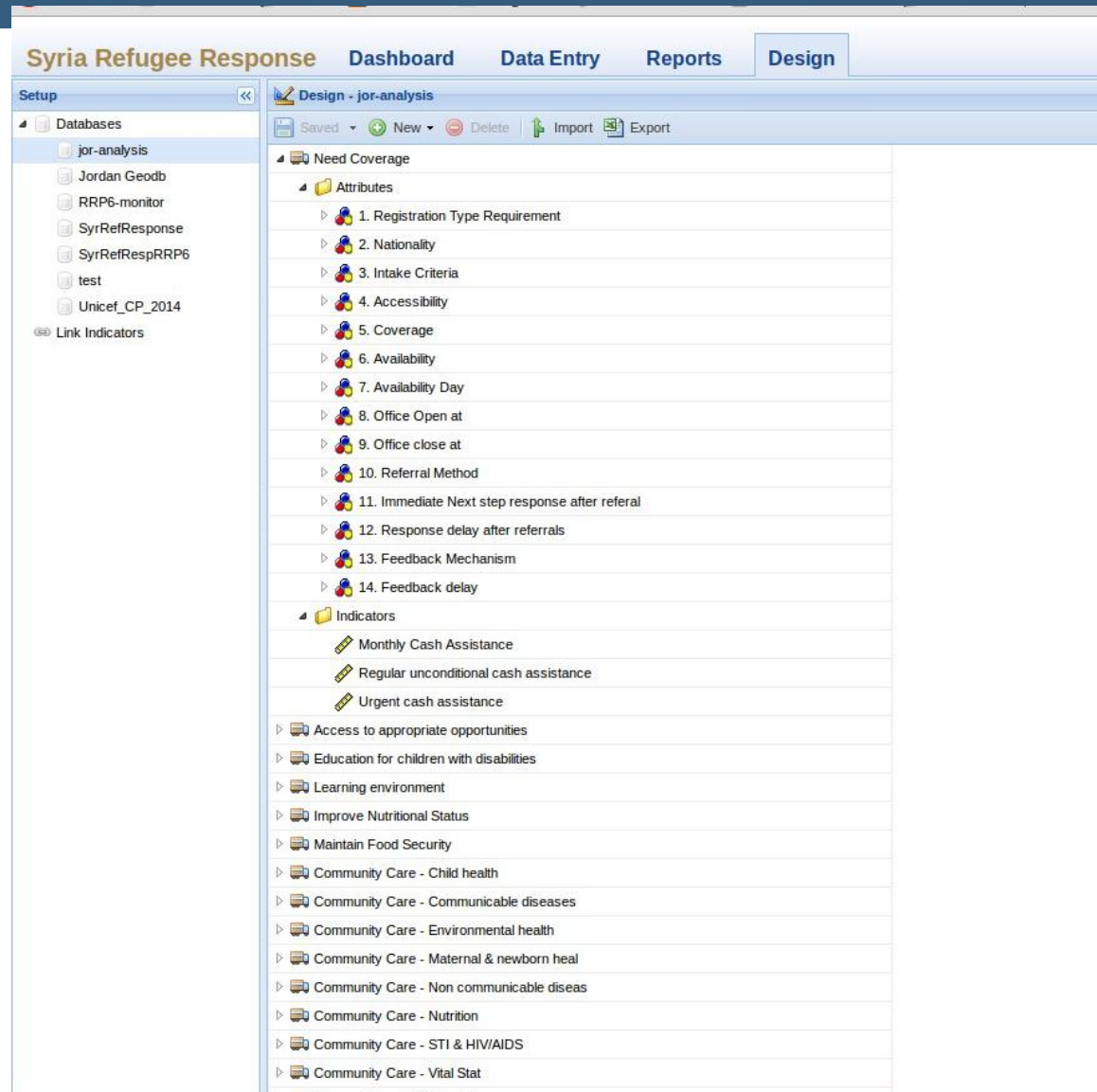


Share

Facilitates access to any organizations that contributes to the Syrian Refugee Response. Validated information will be then published publicly in the portal.

Dedicated database: jor-analysis

- One DB for planning
- One DB for programme monitoring
- One DB for Services mapping



Log in ActivityInfo

- Select “Data Entry” Tab
- Objectives / Services Group for the services mapping

The screenshot displays the 'Syria Refugee Response' dashboard in ActivityInfo. The 'Data Entry' tab is selected. The left sidebar shows a tree view of activities, with 'jor-analysis - Need Coverage' expanded. The main table lists activities with columns for Date, Partner, and SyrRefResp. The table shows 20 rows of data for December 31, 2014, with various partners like MC, ACF, CARE, DRC, IRD, HI, OXFAM, MEDAIR, and ACTED. The bottom section contains a 'Comments' field with text about IRD referrals and a list of requirements: 4. Accessibility: Referrals only, 2. Nationality: No restriction, 14. Feedback delay: Delay One week, and 1. Registration Type Requirement: UNHCR ASC. The bottom status bar indicates 'Working online'.

Syria Refugee Response Dashboard

Data Entry

Filter

Activities

- jor-analysis
 - CASH
 - Need Coverage
 - EDUCATION
 - FOOD
 - HEALTH
 - NFI
 - PROTECTION
 - SHELTER
 - WASH
 - Leb Reporting
 - RRP6-monitor
 - CASH-1. Need Coverage
 - CASH-2. Coordination
 - EDUCATION-1. Access to
 - EDUCATION-2. Learning e
 - FOOD-1. Maintain Food S
 - FOOD-2. Livelihood supp
 - FOOD-3. Improve Nutritio
 - FOOD-4. Coordinated foo
 - HEALTH-1. Primary Health
 - HEALTH-2. Secondary He
 - HEALTH-3. Support
 - HEALTH-4. Coverage & R
 - NFI-1. Basic needs
 - PROTECTION-1. Refugee
 - PROTECTION-2. Empowe
 - PROTECTION-3. SGBV
 - PROTECTION-4. Child Pr
 - PROTECTION-5. Durable
 - SHELTER-1. Host Commu

Filter by geography +

Filter by date +

Filter by partner +

Filter by attribute +

Filter by location +

jor-analysis - Need Coverage

Grouping: None

New Site Edit

Date	Partner	SyrRefResp
2014-Dec-31	MC	Liwa ar Ram
2014-Dec-31	ACF	Liwa Bani Ub
2014-Dec-31	MC	Mafrag Gove
2014-Dec-31	MC	Zarqa Gover
2014-Dec-31	CARE	Irbid City
2014-Dec-31	DRC	Karak Gover
2014-Dec-31	IRD	Ajlun Govern
2014-Dec-31	HI	Irbid Govern
2014-Dec-31	CARE	Irbid City
2014-Dec-31	MC	Liwa Bani Ub
2014-Dec-31	OXFAM	Amman Gov
2014-Dec-31	HI	Jarash Gove
2014-Dec-31	IRD	Jarash Gove
2014-Dec-31	MEDAIR	Mafrag Gove
2014-Dec-31	ACF	Liwa Bani Ub
2014-Dec-31	IRD	Irbid Govern
2014-Dec-31	ACTED	Jarash Gove
2014-Dec-31	ACF	Liwa Bani Ub
2014-Dec-31	DRC	Maan Gover
2014-Dec-31	ACTED	Liwa Bani Kir
2014-Dec-31	HI	Ajlun Govern

Page 1 of 1

Comments: IRD does not accept referrals for this activity. UNHCR is arranging visit times independently, and completes a Home Visit Form. Marzieh Goudarzi m.goudarzi@ird-jo.org 790224765 Hana Janini Outreach Coordinator Hana.Janini@ird-jo.org + 962 6 790224765

4. Accessibility: Referrals only

2. Nationality: No restriction

14. Feedback delay: Delay One week

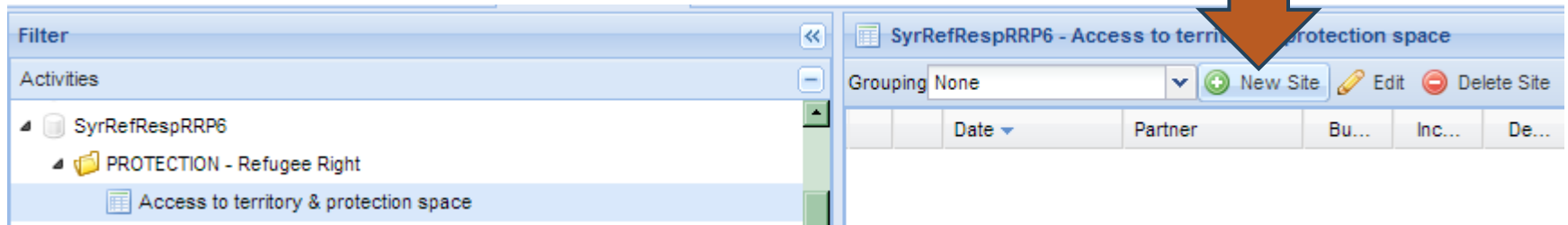
1. Registration Type Requirement: UNHCR ASC

Details Monthly Reports Attachments History

Working online

Objectives & Services group

- Select one Activity
- Click on “New Site”



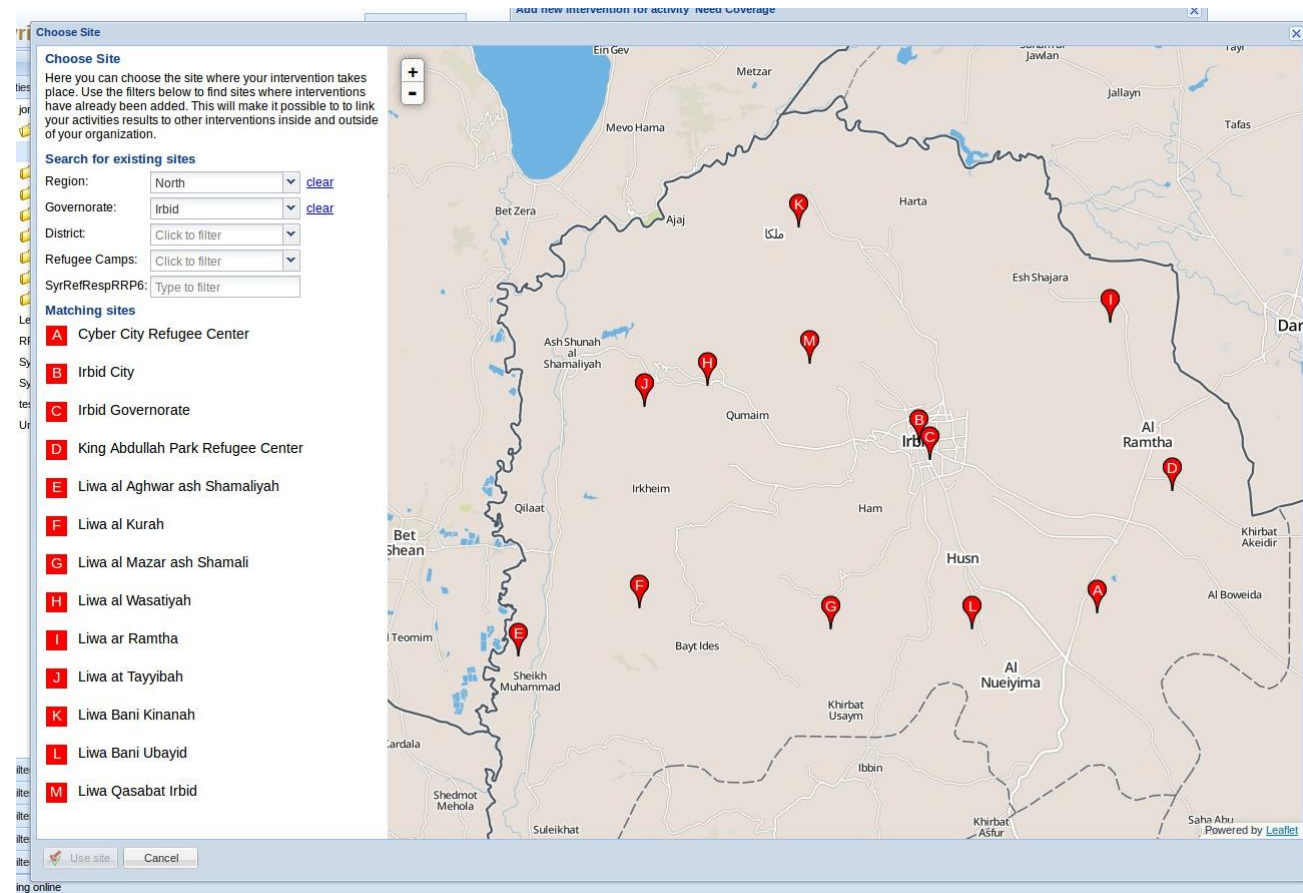
Define location

- Select one location
- You can opt for the “Country Wide” location
- If you plan one intervention in 2 locations, you will need to register 2 interventions with distinct budget
- Click on “Use Site”



Location management

- Centrally managed
- Contact Information Management to add new locations if needed



Describe services attributes

→ 14 Questions!

Add new intervention for activity 'Need Coverage'

Intervention Details Choose the project and partner implementing this intervention	1. Registration Type Requirement: Expired and Valid UNHCR ASC
Site Choose the site of this intervention	2. Nationality: No restriction
Attributes Choose the attributes of this intervention	3. Intake Criteria: <input type="checkbox"/> Open to all <input checked="" type="checkbox"/> Specific Vulnerability Calculation/Scoring <input type="checkbox"/> Child at risk <input type="checkbox"/> Unaccompanied or separated child <input type="checkbox"/> Woman at risk <input type="checkbox"/> Older person at risk <input type="checkbox"/> Single parent or caregiver <input type="checkbox"/> Disability <input type="checkbox"/> Serious medical condition <input type="checkbox"/> Family unity <input type="checkbox"/> Specific legal and physical protection needs <input type="checkbox"/> Torture <input type="checkbox"/> SGBV
Indicators Enter indicator results for this site	4. Accessibility: Referrals only
Comments Add additional comments for this intervention	5. Coverage: Governorate where the service is provided
	6. Availability: Every Day
	7. Availability Day: Sun-Thurs
	8. Office Open at: 8:00am
	9. Office close at: Close at 16:00pm
	10. Referral Method: Email on a per case basis
	11. Immediate Next step response after referral: Follow up call
	12. Response delay after referrals: Case by case basis
	13. Feedback: Email to referring organisation

Save

→ Go to comment tab

ce; IRD assists in need assessment on their behalf. UNHCR provides IRD's Outreach team (200 volunteers) with lists information on the family/individual's situation. Based on this information IRD makes recommendations for cash assistance.

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- Add new intervention for activity 'Need Coverage'**

<p>Intervention Details Choose the project and partner implementing this intervention</p> <p>Site Choose the site of this intervention</p> <p>Attributes Choose the attributes of this intervention</p> <p>Indicators Enter indicator results for this site</p> <p>Comments Add additional comments for this intervention</p>	<p>Comments:</p> <p>IRD does not accept referrals for this activity. UNHCR provides actual cash assistance; IRD assists in need assessment on their behalf. UNHCR provides IRD's Outreach team (200 volunteers) with lists of registered Syrian and Iraqi refugees in Jordan. Each volunteer visits approx. 30 families/individuals from the list each month, arranging visit times independently, and completes a Home Visit Form with a wide range of detailed information on the family/individual's situation. Based on this information IRD makes recommendations for cash assistance. This information is entered into RAIS and dispatched to UNHCR for final assessment.</p>
--	--

Save

ance; IRD assists in need assessment on their behalf. UNHCR provides IRD's Outreach (100 volunteers) w

Edit / Review intervention

→ You can select the intervention you already entered and edit them

[illegible]

Data History

→ Data quality ensured
through audit trail

The screenshot displays a web application interface with a 'History' tab selected. The interface includes a navigation bar at the top with 'Page 1 of 1' and 'Displaying 1 - 1 of 1'. The main content area shows a list of history entries. The first entry, dated '09-12-2013 - 23:03', is by 'Edouard Legoupil (legoupil@unhcr.org)' and describes updates to a site, including removing attributes like 'No Requirement' and updating the 'Site' to 'Amman HQ office (Shmeisani, Ahmed Urabi Street)'. The second entry, dated '09-12-2013 - 22:53', is also by 'Edouard Legoupil (legoupil@unhcr.org)' and states 'created the site.'. The bottom of the interface features a tabbed menu with 'Details', 'Monthly Reports', 'Attachments', and 'History'.

Page 1 of 1 | Displaying 1 - 1 of 1

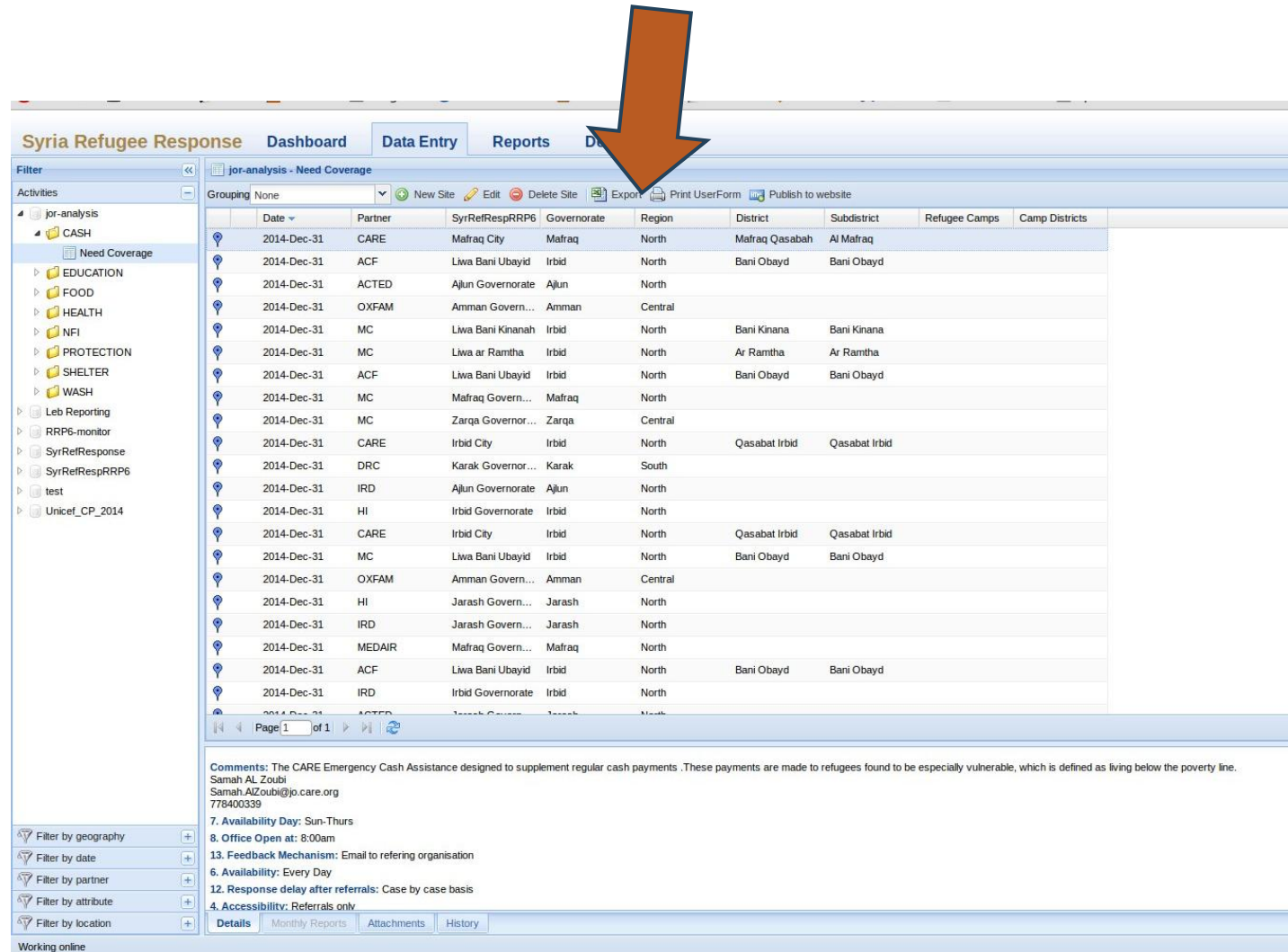
09-12-2013 - 23:03 Edouard Legoupil (legoupil@unhcr.org) updated the site:
Removed attribute No Requirement
Site: Amman HQ office (Shmeisani, Ahmed Urabi Street (was: Irbid)
Removed attribute 9 am to 6 pm
Removed attribute 8.30 am to 5 pm
Removed attribute 8 am to 5 pm
Removed attribute 9 am to 3.30 pm

09-12-2013 - 22:53 Edouard Legoupil (legoupil@unhcr.org) created the site.

Details | Monthly Reports | Attachments | **History**

Consult and export the data

→ You can consult the data and export in Excel



The screenshot displays the 'Syria Refugee Response' dashboard, specifically the 'Data Entry' tab. The interface includes a sidebar with a tree view of activities, a main data table, and a bottom section for filters and comments.

Activities Tree View:

- ✚ jor-analysis
 - ✚ CASH
 - Need Coverage
 - EDUCATION
 - FOOD
 - HEALTH
 - NFI
 - PROTECTION
 - SHELTER
 - WASH
 - Leb Reporting
 - RRP6-monitor
 - SyrRefResponse
 - SyrRefRespRRP6
 - test
 - Unicef_CP_2014

Data Table:

Date	Partner	SyrRefRespRRP6	Governorate	Region	District	Subdistrict	Refugee Camps	Camp Districts
2014-Dec-31	CARE	Mafrq City	Mafrq	North	Mafrq Qasabah	Al Mafrq		
2014-Dec-31	ACF	Liwa Bani Ubayid	Irbid	North	Bani Obayd	Bani Obayd		
2014-Dec-31	ACTED	Ajlun Governorate	Ajlun	North				
2014-Dec-31	OXFAM	Amman Govern...	Amman	Central				
2014-Dec-31	MC	Liwa Bani Kinanah	Irbid	North	Bani Kinana	Bani Kinana		
2014-Dec-31	MC	Liwa ar Ramtha	Irbid	North	Ar Ramtha	Ar Ramtha		
2014-Dec-31	ACF	Liwa Bani Ubayid	Irbid	North	Bani Obayd	Bani Obayd		
2014-Dec-31	MC	Mafrq Govern...	Mafrq	North				
2014-Dec-31	MC	Zarqa Governor...	Zarqa	Central				
2014-Dec-31	CARE	Irbid City	Irbid	North	Qasabat Irbid	Qasabat Irbid		
2014-Dec-31	DRC	Karak Governor...	Karak	South				
2014-Dec-31	IRD	Ajlun Governorate	Ajlun	North				
2014-Dec-31	HI	Irbid Governorate	Irbid	North				
2014-Dec-31	CARE	Irbid City	Irbid	North	Qasabat Irbid	Qasabat Irbid		
2014-Dec-31	MC	Liwa Bani Ubayid	Irbid	North	Bani Obayd	Bani Obayd		
2014-Dec-31	OXFAM	Amman Govern...	Amman	Central				
2014-Dec-31	HI	Jarash Govern...	Jarash	North				
2014-Dec-31	IRD	Jarash Govern...	Jarash	North				
2014-Dec-31	MEDAIR	Mafrq Govern...	Mafrq	North				
2014-Dec-31	ACF	Liwa Bani Ubayid	Irbid	North	Bani Obayd	Bani Obayd		
2014-Dec-31	IRD	Irbid Governorate	Irbid	North				

Comments: The CARE Emergency Cash Assistance designed to supplement regular cash payments .These payments are made to refugees found to be especially vulnerable, which is defined as living below the poverty line.
Samah AL Zoubi
Samah.ALZoubi@jjo.care.org
778400339
7. Availability Day: Sun-Thurs
8. Office Open at: 8:00am
13. Feedback Mechanism: Email to referring organisation
6. Availability: Every Day
12. Response delay after referrals: Case by case basis
4. Accessibility: Referrals only

Filters:

- Filter by geography
- Filter by date
- Filter by partner
- Filter by attribute
- Filter by location

Working online

Consult and/or create Reports

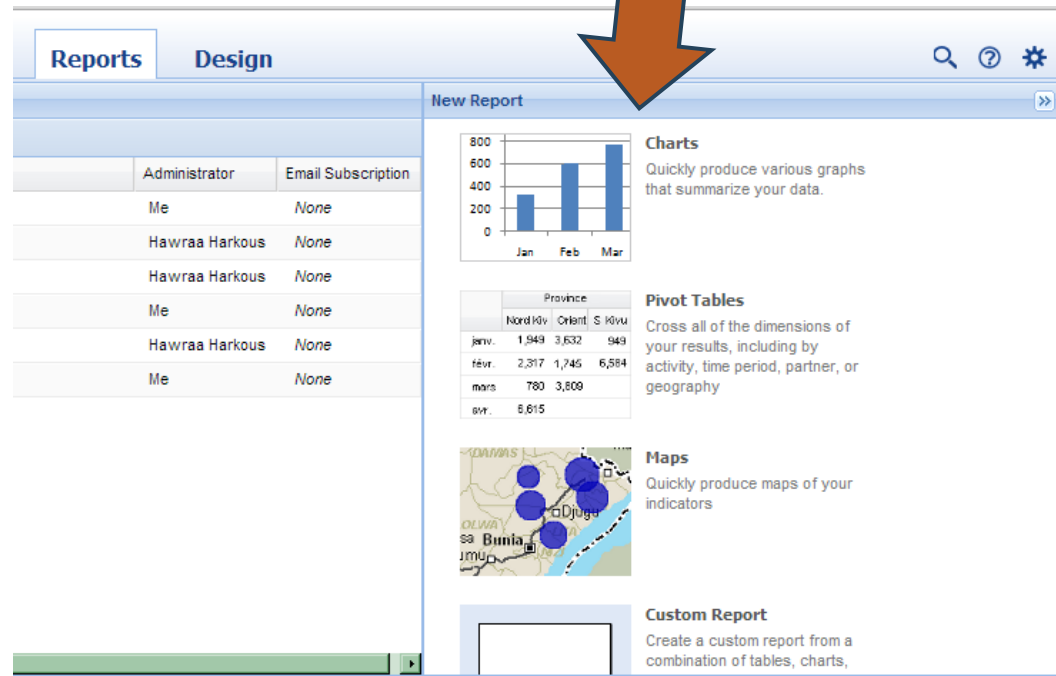
→ You can consult existing and shared reports or create your own reports:

→ Chart

→ Map

→ Pivot table

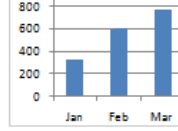
→ Mixed



The screenshot shows a software interface for creating reports. At the top, there are tabs for 'Reports' and 'Design'. Below these, a table displays data with columns 'Administrator' and 'Email Subscription'. To the right, a 'New Report' button is highlighted by a large orange arrow. Below the button, there are four sections: 'Charts' (with a bar chart), 'Pivot Tables' (with a data table), 'Maps' (with a map), and 'Custom Report'.

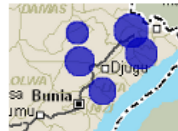
	Administrator	Email Subscription
	Me	None
	Hawraa Harkous	None
	Hawraa Harkous	None
	Me	None
	Hawraa Harkous	None
	Me	None

Charts
Quickly produce various graphs that summarize your data.



	Province	
	Nord Kivu	Orient S Kivu
janv.	1,949	3,632
févr.	2,317	1,745
mars	780	3,809
avr.	5,615	

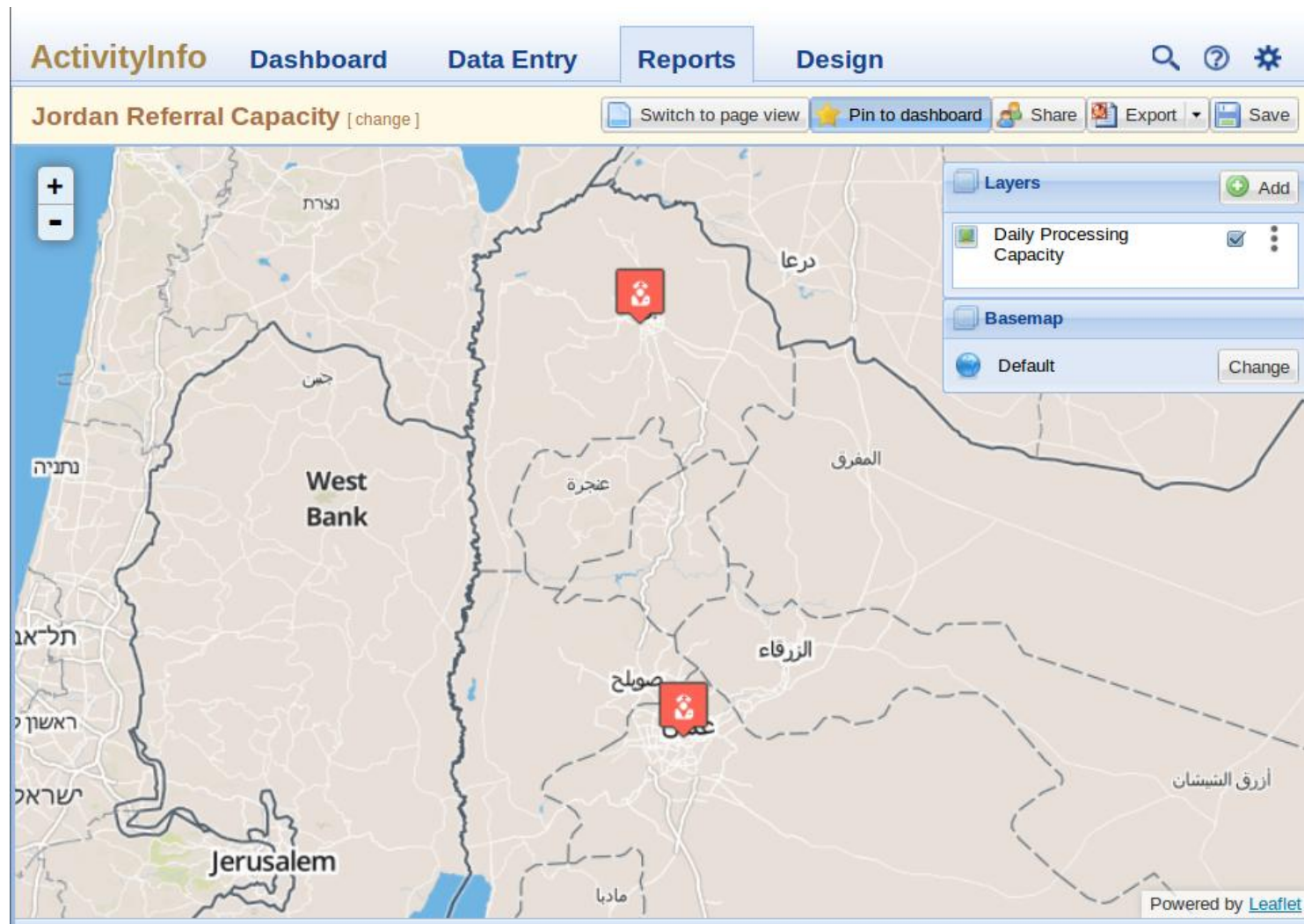
Pivot Tables
Cross all of the dimensions of your results, including by activity, time period, partner, or geography



Maps
Quickly produce maps of your indicators

Custom Report
Create a custom report from a combination of tables, charts,

Built in map reports



Data Publication

- No review “a priori”: reliance on declaration of each agency
- Possibility to have spot check data verification
- Do not share confidential information!
- Request new accounts from UNHCR

ID:	5574
Name:	Need Coverage
Category:	CASH
Site Type:	SyrRefRespRRP6 ▼
Reporting Frequency:	Once ▼
Published:	All are published ▼

Public Interface for Consultation

ID:

5574

Name:

Need Coverage

Category:

CASH

Site Type:

SyrRefRespRRP6


Reporting Frequency:


Once

Published:

All are published

Services Available to Refugees in Jordan



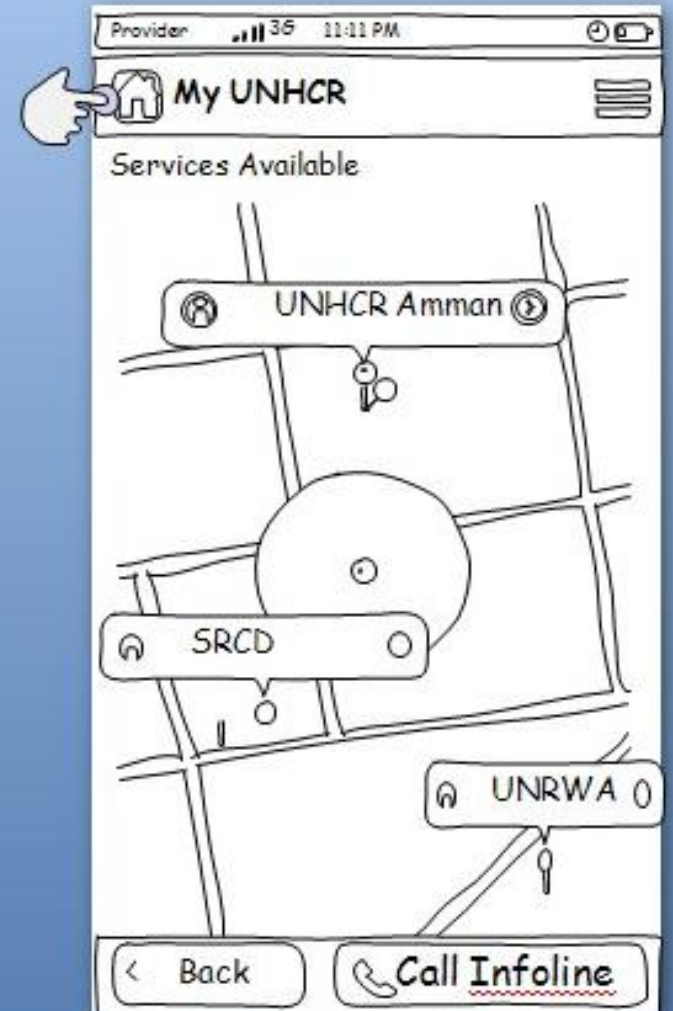
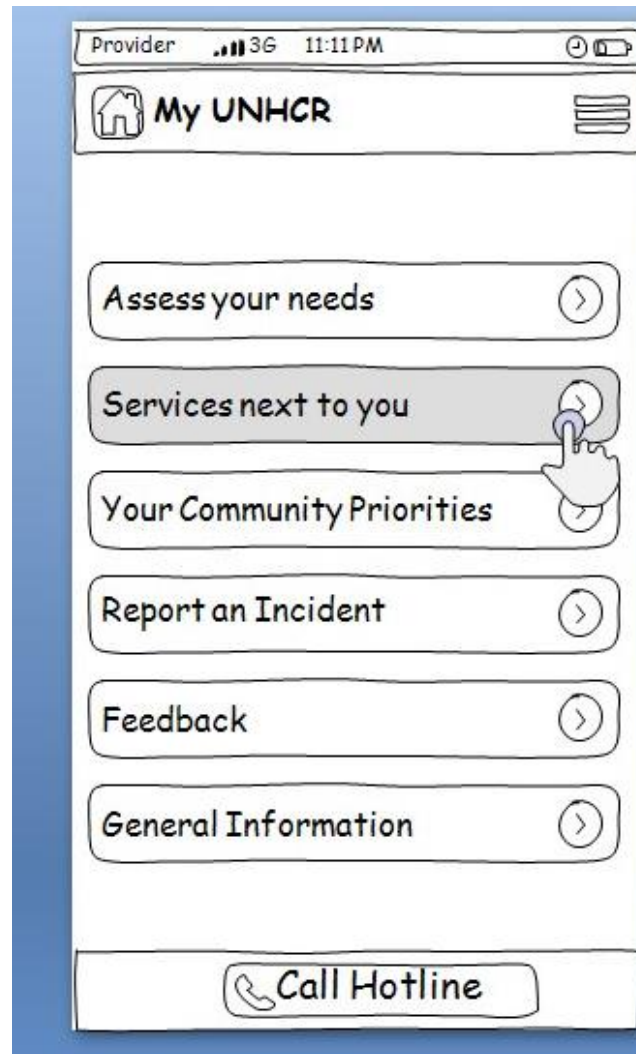

Interagency
Response

The information presented here is served from the [SyrianRefugeeResponse.Org](#) online platform. (based on [ActivityInfo](#)). The system is administered by [UNHCR](#) and is available to humanitarian partners working in different sectors throughout Jordan. Contact [UNHCR Information Management](#) to register.

Data collection and validation is a continuous process, and relies on actors keeping their information up to date in the system .

Leaflet | Tiles Courtesy of MapQuest — Map data © OpenStreetMap contributors

Serving information on mobile



Hands on session

- Test the data entry and record edition!
- Generate reports!
- Raise questions!!!

You are now a certified trainer!



- You know how to use `syrianrefugeeresponse/ActivityInfo`!
- You know what are your responsibilities!
- You know how to explain ActivityInfo to your colleagues

Thanks!

شكرا

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