



JORDAN MISSION –

Assistance Coordination: Winterization Response

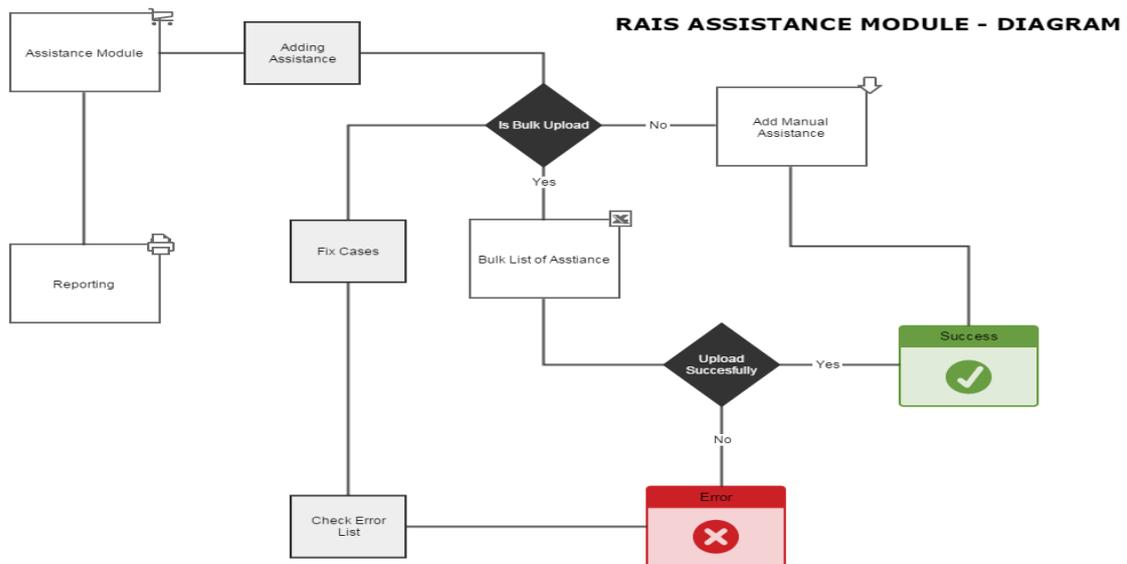
Training-of-Trainer Guide

RAIS Background:

RAIS was initially developed by UNHCR Jordan in 2009 to address the demands for a more coordinated approach by partners delivering refugee assistance. In 2009 refugee assistance targeted Iraqi refugees and included healthcare, education, and material assistance packages. Following its success in Jordan, RAIS was later rolled-out in Lebanon and Syria as part of efforts to share ‘best-practices’ across the region. In 2012 a review of the system and current operational needs was conducted which led to the release of RAIS v2. In 2014 new modules were incorporated into RAIS including the vulnerability assessment framework, assessment management, and offline functionalities. In 2015 RAIS continued to enhance with additional modules for assistance coordination, referrals and ticketing.

RAIS is now the main coordination tool for assistance delivery in countries across the region (Lebanon, Jordan, Egypt, and Iraq). Over 200 partners are now actively using RAIS which represents over 500 individual users. Since June 2014, 150,000 Home Visits have been recorded on RAIS, and there are over 7 million assistance records corresponding to 1.5 million beneficiaries. New data exploration tools are now under development and RAIS will continue to be scaled-up across the region and beyond. Interest in RAIS has also been expressed by a number of other country operations such as Ecuador, Libya, India, Israel, Kenya and Yemen. In addition a number of key donors have made its use mandatory as part of their donor agreement with partners, independent of whether or not their funding goes through UNHCR.

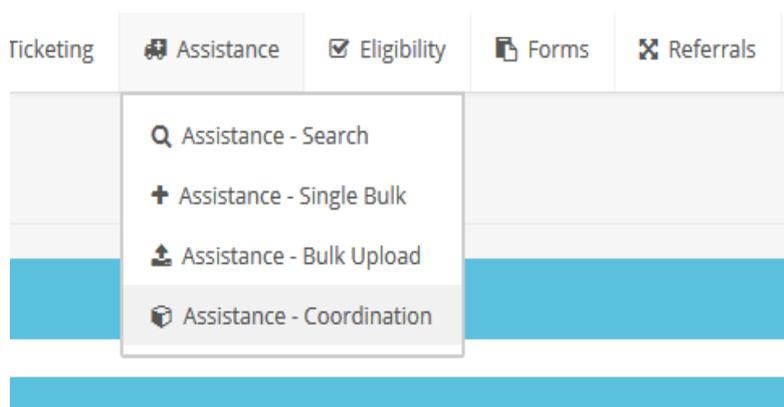
Provision of Assistance



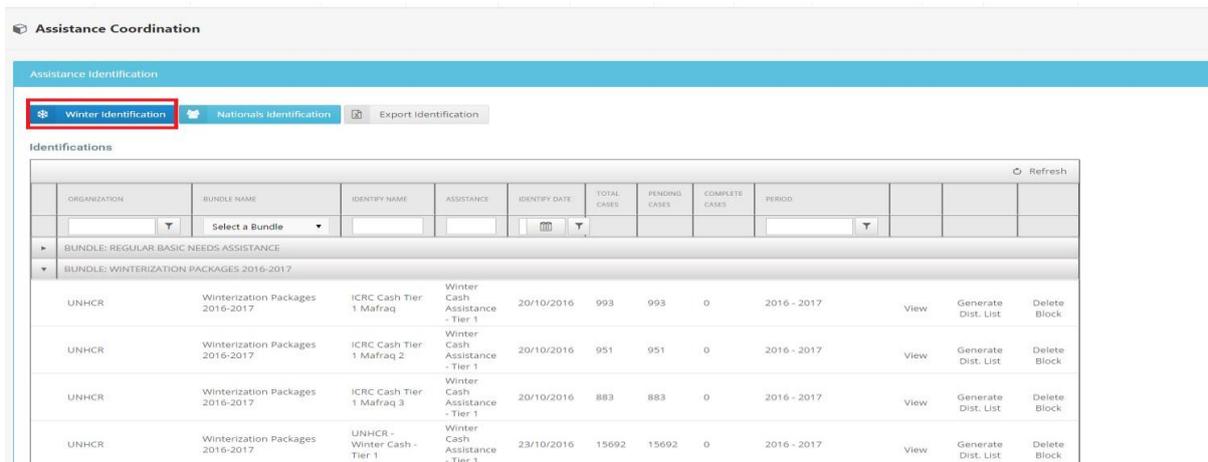
Assistance Coordination Module

1. Access the Assistance Coordination Module (aka Winterization module) from the assistance menu.

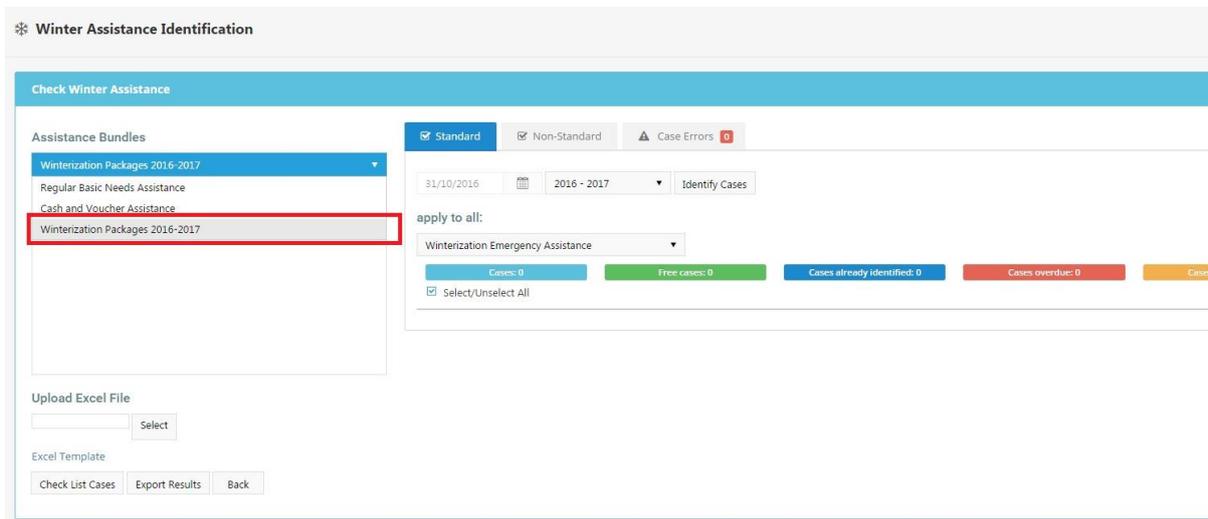
The Assistance Coordination module allows multiple organisations to coordinate assistance packages to beneficiaries and enter 'blocks' to avoid duplications. If you do not have access to this module please contact JORAMDAG@unhcr.org



Select Winter Identification Tab to the left as below:



Select correct Bundle: Winterization Package 2016-2017



1. Copy and paste UNHCR Case IDs (up to 1,000 cases max) and select **“Check list cases”**
2. The module will run a cross check on all the cases entered and advise you which cases are available to receive assistance and provide you with summaries of the following:
 1. Errors – cases which are listed as having errors means that the case does not have an ‘active’ status, and the case status is either ‘closed, inactive or on hold’.
 2. Free cases: this means the cases are available for you to select and provide assistance to.
 3. Cases already identified = cases that have already been selected by other organizations to receive assistance (the system will not allow duplication of standardized packages)

The screenshot displays the RAIS system interface for Winterization Packages 2016-2017. On the left sidebar, there is a section for 'Enter list of cases (one case per row)' with a list of case numbers (199, 199, 199, 841, 199, 841, 199, 199, 199) and an 'Upload Excel File' button. Below this is an 'Excel Template' section with a 'Check List Cases' button. The main interface shows a table of cases with the following columns: Assistance Type, Case number, Active Individuals, Location, Identified, Identified by, Identified on, Release, Assisted by, and Date Assisted. The table is divided into sections for 'Assistance: None', 'Assistance: Winter Cash Assistance - Tier 1', and 'Assistance: Winter Cash Assistance - Tier 2'. The 'Assistance: None' section contains 10 rows of cases, each with a 'Select Assistance Type' dropdown menu. The 'Assistance: Winter Cash Assistance - Tier 1' section contains 4 rows of cases, each with a 'Winter Cash Assistanc...' dropdown menu. The 'Assistance: Winter Cash Assistance - Tier 2' section contains 1 row of cases, with a 'Winter Cash Assistanc...' dropdown menu. The table also includes status indicators for 'Cases already identified: 15', 'Cases overdone: 0', and 'Cases assisted: 0'.

1. Check Case Errors: Cases which fail to validate in RAIS need to be followed a) First by the CASE search function; which will tell you if the case status is **Closed, Hold or Inactive**

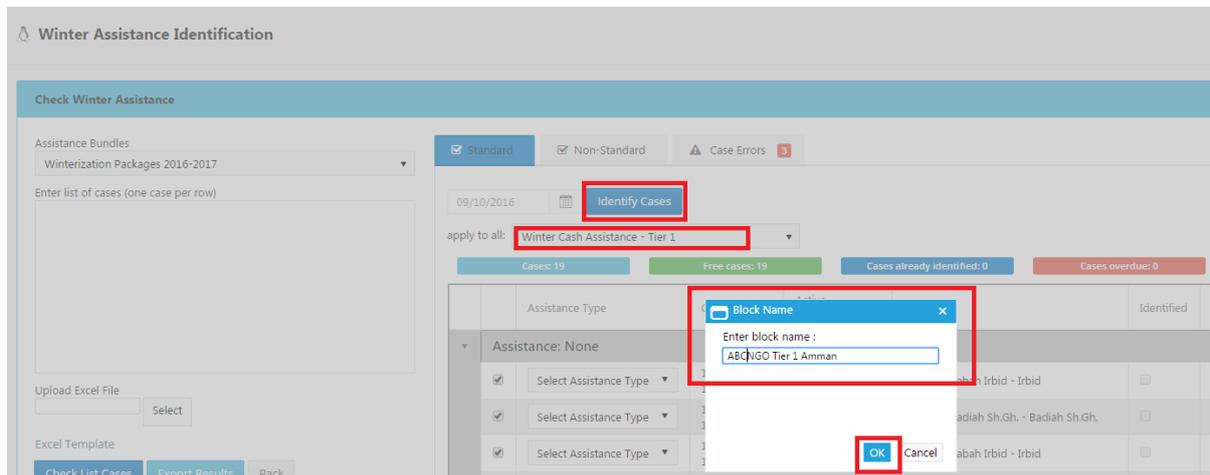
If the error cites the message '**no designated PA**' then please consult the JORAM DAG Unit in UNHCR via DLJORAM-DataAnalysisG@unhcr.org and manual synchronization requested prior to being able to select as a beneficiary.

2. Cases which appear in white are cases which are able to be selected to be blocked to receive assistance. **Beneficiaries should only be blocked when there is a confirmed distribution date and these cases have been verified by your organization and are eligible to receive assistance.** This blocking function will enable organizations to '**hold/block**' these cases for a **45 day period** as advised by the Winterization Task Force, **if the case has not received assistance or assistance has not been uploaded to RAIS with that period of time, the cases will automatically release** and be available for other organizations to select.
3. Please note that in the event that you have blocked cases and should be no longer able to assist them – it is imperative for organizations to release the blocks to ensure the beneficiaries/case does not miss out on receiving assistance from another organization instead.
4. *From the 'Identification Results', users can select individual case numbers and assistance bundles linked to case numbers. Users can also select to apply one assistance bundle to all case numbers by selecting from the drop-down menu above the table.*

5. The current assistance bundles available in the 2016-2017 Winterization period are as follows:

Winter Cash Assistance – Tier 1
Winter Cash Assistance – Tier 2
Winter Cash Assistance T1 including gas contingency
Winter Cash Assistance T2 including gas contingency
Winter NFI – Tier 1
Winter NFI – Tier 2
Winter NFI T1 including gas contingency
Winter NFI T2 including gas contingency
Non-Standard NFI
Non-Standard Cash Assistance
Assistance bundles and tiers have been defined by the Winterization Task Force. For further guidance on the separate assistance tiers available contact the Winterization Task Force chairs or visit the [UNHCR Data Portal](#).

Winter Assistance Identification:



Enter in description using Standardized Formatting language: OrgName_Tier 1 Cash_Location
OrgName_Tier 2 Cash_Location
OrgName_Tier 1 NFI_Location
OrgName_Tier 2 NFI_Location

Automatically generating your distribution list, go back to main Assistance Coordination page and locate your generated block.

Assistance Coordination

Assistance Identification

Winter Identification Nationals Identification Export Identification

Identifications Refresh

ORGANIZATION	BUNDLE NAME	IDENTIFY NAME	ASSISTANCE	IDENTIFY DATE	TOTAL CASES	PENDING CASES	COMPLETE CASES			
	Winterization Packages 2015-2016									
UNHCR	Regular Basic Needs Assistance	16-2017 UNHCR T1 Cash test	Winter Cash Assistance - Tier 1	10/4/2016	35	35	0	View	Generate Dist. List	Delete Block
UNHCR	Cash and Voucher Assistance	16-2017 ABCNGO Tier 1 Amman	Winter Cash Assistance - Tier 1	10/9/2016	19	19	0	View	Generate Dist. List	Delete Block

Click generate Distribution List to the right of the screen. Also note the delete block button if you've erroneously blocked a list of cases or view block to manually unblock individual cases rather than the whole list.

Generated Distribution List

As list is automatically generated through the data entered by the organization – two crucial areas to double check to ensure are correct are:

1. Provided Date – which is date of distribution
2. Value – each organization is responsible for manually reporting on the exact distribution value reaching the beneficiaries direct. For example if you are supplying a Tier 1 Cash Winterization assistance – RAIS will not automatically calculate the JD value for you based on the current family size (as case/ family sizes do change frequently – automated calculation is not feasible). Total amount received by each case to be entered in only.

CaseNo	ProvidedDate	ProvidedBy	ProvidedThrough	FundedBy	Quantity	Value	Currency	Frequency	AttendedFrom	AttendedTo	FamilySize	Governorate
165	09/10/2016	UNHCR	UNHCR	UNHCR	1	0	JD	One Time	09/10/2016	09/10/2016	8	Irbid
199	09/10/2016	UNHCR	UNHCR	UNHCR	1	0	JD	One Time	09/10/2016	09/10/2016	5	Mafraq
199	09/10/2016	UNHCR	UNHCR	UNHCR	1	0	JD	One Time	09/10/2016	09/10/2016	1	Irbid
165	09/10/2016	UNHCR	UNHCR	UNHCR	1	0	JD	One Time	09/10/2016	09/10/2016	4	Irbid
165	09/10/2016	UNHCR	UNHCR	UNHCR	1	0	JD	One Time	09/10/2016	09/10/2016	1	Irbid
199	09/10/2016	UNHCR	UNHCR	UNHCR	1	0	JD	One Time	09/10/2016	09/10/2016	4	Irbid
199	09/10/2016	UNHCR	UNHCR	UNHCR	1	0	JD	One Time	09/10/2016	09/10/2016	1	Irbid
199	09/10/2016	UNHCR	UNHCR	UNHCR	1	0	JD	One Time	09/10/2016	09/10/2016	1	Irbid
165	09/10/2016	UNHCR	UNHCR	UNHCR	1	0	JD	One Time	09/10/2016	09/10/2016	1	Irbid
199	09/10/2016	UNHCR	UNHCR	UNHCR	1	0	JD	One Time	09/10/2016	09/10/2016	5	Irbid
165	09/10/2016	UNHCR	UNHCR	UNHCR	1	0	JD	One Time	09/10/2016	09/10/2016	6	Irbid
199	09/10/2016	UNHCR	UNHCR	UNHCR	1	0	JD	One Time	09/10/2016	09/10/2016	5	Irbid
199	09/10/2016	UNHCR	UNHCR	UNHCR	1	0	JD	One Time	09/10/2016	09/10/2016	7	Irbid
165	09/10/2016	UNHCR	UNHCR	UNHCR	1	0	JD	One Time	09/10/2016	09/10/2016	5	Mafraq
165	09/10/2016	UNHCR	UNHCR	UNHCR	1	0	JD	One Time	09/10/2016	09/10/2016	6	Irbid
199	09/10/2016	UNHCR	UNHCR	UNHCR	1	0	JD	One Time	09/10/2016	09/10/2016	2	Irbid
199	09/10/2016	UNHCR	UNHCR	UNHCR	1	0	JD	One Time	09/10/2016	09/10/2016	2	Irbid
165	09/10/2016	UNHCR	UNHCR	UNHCR	1	0	JD	One Time	09/10/2016	09/10/2016	1	Irbid
165	09/10/2016	UNHCR	UNHCR	UNHCR	1	0	JD	One Time	09/10/2016	09/10/2016	2	Irbid

Value = i.e. Tier 1 Cash Assistance
 Value x Family size. (e.g. 73JD x FSS
 = 365 JD) direct cash to beneficiary
 not inclusive of fees.

**Provision of Assistance to Winterization cases post distribution.
 Return back to Assistance menu and select Assistance – Bulk Upload**

The screenshot shows the RAIS (Rapid Assistance Information System) interface. At the top, there is a navigation bar with various menu items: UNHCR RAIS, Dashboard, Cases Information, Ticketing, Assistance, Eligibility, Forms, Referrals, Appeals, Reports, Administration, and VAF. Below this is the 'RAIS Search' section, which includes a search bar and a dropdown menu. The dropdown menu is open, and the option 'Assistance - Bulk Upload' is highlighted with a red box. Other options in the menu include 'Assistance - Search', 'Assistance - Single Bulk', 'Assistance - Coordination', 'Assistance - Health', 'Assistance - Health ECC', and 'Assistance - Master Coordination'. Below the search bar, there are input fields for 'Case No.', 'Document ID.', and 'Phone Num'. At the bottom, there is a 'Search' button and a 'Clear' button. The main content area below the search bar is currently empty.

Assistance – Bulk Upload

CRI Bulk Assistance - Upload File

1. Upload Information

Warning! Make sure that in your excel, the sheet name is 'Assistances'.

Organization: 1.

Assistance Type:

Date Provided:

Provided By:

Provided Through:

Funded By:

Quantity: Value:

Frequency:

Currency:

Apply Only To FA:

Upload File: 2.

Assistance Template:

3.

2. Upload Files:

Field	Organization	File Name	FA Type	Status	#Records	#Passed	#Failed	Update By	Updated Date	Download
1152	WFP	RAIS - October Reload-Community20.xlsx	Cash Assistance - Other	Running	45988	25606	6	MohammedAlaqil	11/10/2016	<input type="button" value="Errors"/> <input type="button" value="Stop"/>
1151	WFP	RAIS - October Reload-Community20.xlsx	Cash Assistance - Other	Interrupted/Stopped	45988	8731	2	MohammedAlaqil	11/10/2016	<input type="button" value="Errors"/>

*To avoid upload errors ensure data is entered correctly, split number of cases in to maximum files of 10,000 cases per upload to avoid timeout error and interruption. If you do receive errors then those cases shall have to be uploaded again separately.

1. Select Organization
2. Select the automatically generated 'Distribution List' xl file
3. Upload Assistance Information
4. Status of upload visible while processing, records passed vs errors, click on 'Errors' in green to see explanation of why case failed processing.

Understanding and addressing upload errors:

Field	Organization	File Name	FA Type	Status	#Records	#Passed	#Failed	Update By	Updated Date	Download
1581	Medair	1701 Winter Tier 2_JOR341.xlsx	Winter Cash Assistance - Tier 2	Completed	2	2		TamimBlake	31/01/2017	<input type="button" value="Errors"/> <input type="button" value="Uploaded Successfully"/> <input type="button" value="Rollback"/>
1580	Medair	1701 Winter Tier 1_JOR341.xlsx	Winter Cash Assistance - Tier 1	Completed	4	4		TamimBlake	31/01/2017	<input type="button" value="Errors"/> <input type="button" value="Uploaded Successfully"/> <input type="button" value="Rollback"/>
1579	Medair	1612 Winter Tier 2_JOR341.xlsx	Winter Cash Assistance - Tier 2	Completed	104	104		TamimBlake	31/01/2017	<input type="button" value="Errors"/> <input type="button" value="Uploaded Successfully"/> <input type="button" value="Rollback"/>
1578	Medair	1612 Winter Tier 1_JOR341.xlsx	Winter Cash Assistance - Tier 1	Completed With Errors	431	424	7	TamimBlake	31/01/2017	<input type="button" value="Errors"/> <input type="button" value="Errors"/> <input type="button" value="Rollback"/>
1577	IOCC	RAISAssistancePVDDecember.xlsx	General Voucher Distribution (GVD)	Completed With Errors	150	135	15	MahaQattam	30/01/2017	<input type="button" value="Errors"/> <input type="button" value="Errors"/> <input type="button" value="Rollback"/>
1576	IOCC	RAISAssistancePVDDecember.xlsx	General Voucher Distribution (GVD)	Rollled Back	150		150	MahaQattam	30/01/2017	<input type="button" value="Errors"/> <input type="button" value="Errors"/> <input type="button" value="Rollback"/>
1575	PU-AMH	Copy of RAISAssistanceTemplateHthTest.xlsx	Cash For Health	Rollled Back	1	1		SaleeaTurk	29/01/2017	<input type="button" value="Errors"/> <input type="button" value="Errors"/> <input type="button" value="Rollback"/>
1574	ACTED	Bread Card Cycle 58 From 22 To 26 Jan 2017.xlsx	Bread Voucher	Completed With Errors	5365	5318	47	mSharina	29/01/2017	<input type="button" value="Errors"/> <input type="button" value="Errors"/> <input type="button" value="Rollback"/>

Completed Status means assistance has successfully reach the cases, you can search this through the Case search function to double check or via the reporting function.

IF Status advises 'Completed with errors' it means that either that all or some cases were not successfully applied with assistance.

In the example above the screen advises that there are '7' failed records, to understand why these cases couldn't be applied with assistance please click on the 'Errors' section on the right of the screen for further information.

Errors Explained:

CaseNo	ErrorText	RowNumber
474-12C03293	Either the case 474-12C03293 doesn't exist or there is no designated PA	2
199-13C26223	Either the case 199-13C26223 doesn't exist or there is no designated PA	253
000-00C00000	Either the case 000-00C00000 doesn't exist or there is no designated PA	308
000-00C00000	Either the case 000-00C00000 doesn't exist or there is no designated PA	347
118-14C00039	Either the case 118-14C00039 doesn't exist or there is no designated PA	323
199-13C05563	Either the case 199-13C05563 doesn't exist or there is no designated PA	394
165-16C00508	Either the case 165-16C00508 doesn't exist or there is no designated PA	396

The Error message 'Either the case XX doesn't exist or there is no designated PA – (Principle Applicant)' can mean 1 of 3 things:

1. Incorrect case number, case number is not in ProGres or RAIS = update, correct and re-upload with correct Case ID.
2. Check Case status in RAIS Search Case module:

If Case ID appears, yet presented an error in the bulk upload check case status (next to photograph – view next slide) where there will be a letter:

A = Active

C = Closed (cannot provide assistance to in RAIS)

I = Inactive (as referred by UNHCR protection).

3. Cases with Active status can receive assistance but bulk uploader may have rejected the upload as a result of a synchronization error due to the merging of cases / change in family composition or circumstance and a new Case ID being created as a result. Request manual synchronization from DLJORAM-DataAnalysisG@unhcr.org and re-upload assistance through bulk uploader after synchronization.

Case Status Example:

RAIS Search

Search

Search by Id

Case No. Individual ID. Document ID. Phone Number Ration Card No

Search by Name

Search Clear

Photo	Status	IndividualID	CoA	Site	proGres No	CoO	Arabic Name	English Name	Mother's Name	Sex	Date of Birth	Age	Rel
	C	199	JOR	JORIR	199	SYR				M		36	PA
	C	199	JOR	JORIR	199	SYR				F		30	WIF
	C	199	JOR	JORIR	199	SYR				F		12	DAU
	C	199	JOR	JORIR	199	SYR				M		10	SON

Check Case status as highlighted in Red

I = Inactive

A = Active

C = Closed

H = Hold

After error amendments – upload again only for cases which received errors

CRI Bulk Assistance - Upload File

Upload information

Warning! Make sure that in your excel, the sheet name is 'Assistances'.

Organization: 1. Select Organization

Assistance Type: Select assistance type

Date Provided:

Provided By: UNHCR

Provided Through: UNHCR

Funded by:

Quantity: 0 Value: 0.0

Frequency: One Time

Currency: USD

Apply Only To PA:

2. Upload File: Select

Assistance Template: Link - Bulk | Link - Bulk Health

3. Upload Assistance Information Back

Upload Files:

Field	Organization	File Name	FA Type	Status	#Records	#Passed	#Failed	Update By	Updated Date	Download
1162	WFP	RAIS - October Reload-Community20.xlsx	Cash Assistance - Other	Running	45898	25606	6	MohammedAlagil	11/10/2016	<input type="button" value="Stop"/>
1161	WFP	RAIS - October Reload-Community20.xlsx	Cash Assistance - Other	Interrupted/Stopped	45898	8731	2	MohammedAlagil	11/10/2016	Errors

Check application of Assistance

Select: **Case Information Module**

Enter in **Case ID** on **Search** screen

View one individual in case composition and select – **Assistance Case** as highlighted in the screen above and details of your bulk upload should appear as below

Case Information

Individual Bio Data

Case No: 841- [REDACTED] Individual ID: [REDACTED]

Name: [REDACTED] Mother's Name: [REDACTED] Relationship: Principal Applicant

Arabic Name: [REDACTED]

Sex: F Date Of Birth: [REDACTED] Age: 29

Current Status: A

Current Address: Mafraq, Badiah Shamallyah, Salihiya, Nayfeh, [REDACTED]

Bar Code

↓

Individuals Documentation Special Needs Ration Cards Eligibility **Assistance Case** Assistance Individuals Forms Referrals Appeals

Add Assistance

Assistance	ProvidedDate	Funded	Provide	Through	Is CaseBase	Quantity	Value	Currency	Created Date	Updated Date
Winter Cash Assistance - Tier 2	30/01/2017	OCHA	ACTED	Agency for Technical Cooperation and Development	Yes	24	4968	JD	06-02-2017	06-02-2017
Cash Assistance - Other	01/12/2016	WFP	WFP	World Food Program	Yes	1	10	JD	22-12-2016	22-12-2016

Select: **Case Information Module**

Enter in **Case ID** on **Search screen**

View one individual in case composition and select – **Assistance Case** as highlighted in the screen above and details of your bulk upload should appear as below.

Advising type of assistance, date, organization, conditionality on the assistance, amount, currency and date of upload. Organizations are only allowed to manually deleted assistances that have been uploaded by their own organization.

*The only exception being is the **'Cash for Health'** assistance type is **not visible on this screen** as it is a confidential assistance type, but is visible in the specialized Health module

Generate Winterization Reports

UNHCR RAIS Dashboard Cases Information Ticketing Assistance Eligibility Forms Referrals Appeals **Reports** Administration VAF Olivia Cribb

RAIS Search

Q Search

Search by Id

Case No. [REDACTED] Individual ID. [REDACTED] Document ID. [REDACTED] Phone Num [REDACTED]

Search by Name

Search Clear

Photo Status IndividualID CoA Site proGres No CoO Arabic Name English Name Mother's Name Sex Date of Birth Age

Reports

- Case / Individual Checker
- Assistance
- Control and Monitoring
- Help Line
- Vulnerability Assessment Framework (VAF)
- Winterization**
 - Assistance Blocking Details
 - Assistance Blocking Summary
 - Winterization Details
 - Winterization Assistance Details
 - Winterization Assistance Summary
 - Winterization Summary

To produce a finalized report of your winterization assistance

1. Go to **Reports Module**
2. **Winterization** tab
3. Select Report: **Winterization Assistance Summary** and add filters as required and click "show report"

Please note that individuals using refugee biodata are subject to compliance to [UNHCR's Policy on the protection of Personal Data of Persons of Concern to UNHCR](#). Access to the policy can be found in hyperlink.

If you have any questions on UNHCR's Data sharing policy please contact JORAMDAT@unhcr.org