



**Interagency Tool for:  
Assistance Coordination  
Winterization Response 2016-2017  
JORDAN Mission**

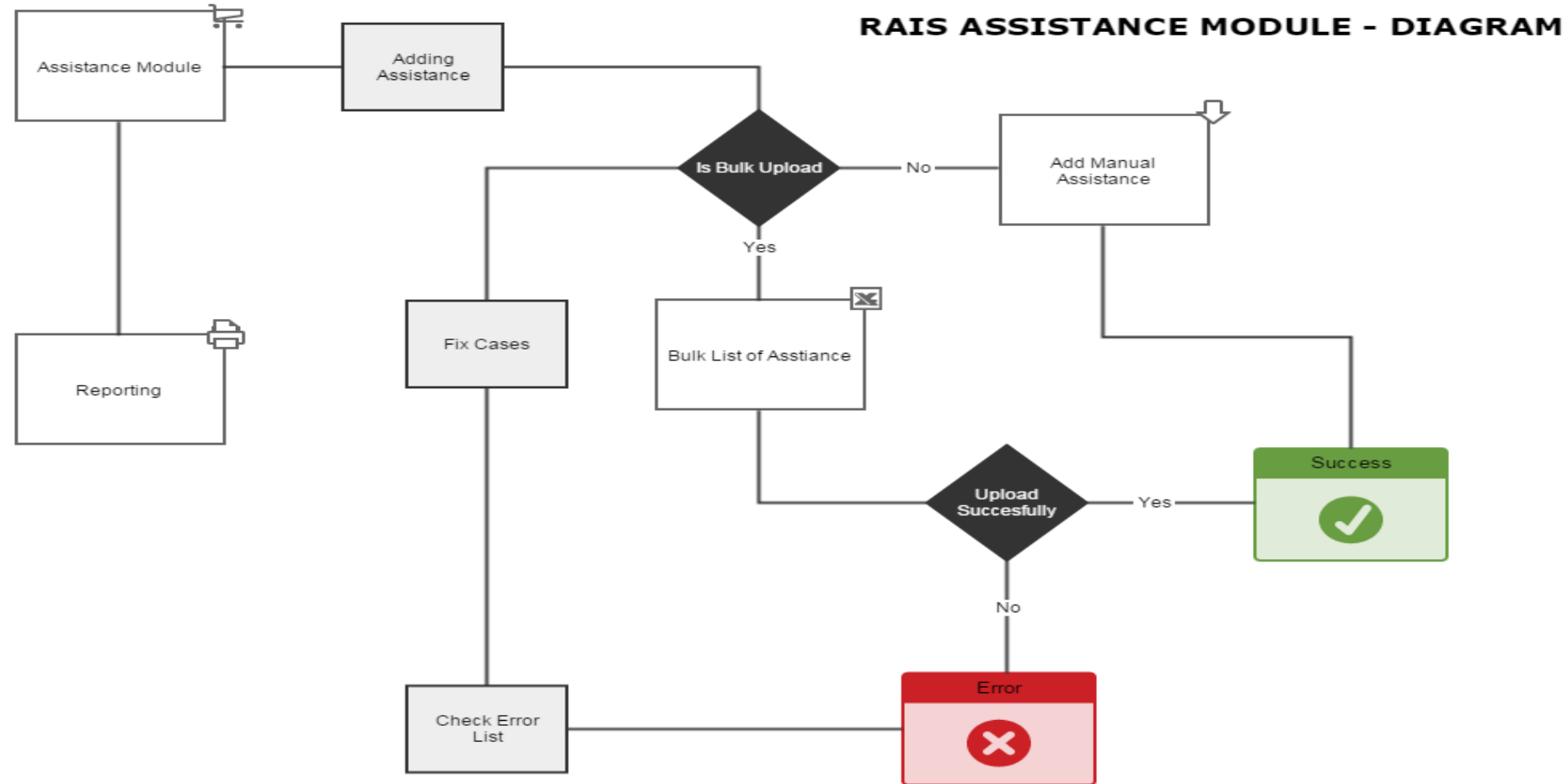


## Background on RAIS

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

A screenshot of the top navigation bar of a web application. The navigation bar has a light blue background and contains five main menu items: 'Ticketing', 'Assistance', 'Eligibility', 'Forms', and 'Referrals'. The 'Assistance' menu is currently expanded, showing a dropdown list with four sub-items: 'Assistance - Search', 'Assistance - Single Bulk', 'Assistance - Bulk Upload', and 'Assistance - Coordination'. The 'Assistance - Coordination' item is highlighted with a darker blue background. The 'Assistance' menu item in the top bar has a person icon, while the others have a checkmark, document, and cross icon respectively.

1. Select the 'Winter Identification' tab as below which will open the Winter Assistance Identification menu

UNHCR RAIS

Dashboard

Cases Information

Ticketing

Assistance

Eligibility

Forms

Referrals

Appeals

Reports

Administration

VAF

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Assistance Coordination

Assistance Identification

Winter Identification

Nationals Identification

Export Identification

Identifications

ORGANIZATION	BUNDLE NAME	IDENTIFY NAME	ASSISTANCE	IDENTIFY DATE	TOTAL CASES	PENDING CASES	COMP
	Winterization Pack...						
BUNDLE: WINTERIZATION PACKAGES 2016-2017							
UNHCR	Winterization Packages 2016-2017	UNHCR T1 Cash test	Winter Cash Assistance - Tier 1	10/4/2016	35	35	0
UNHCR	Winterization Packages 2016-2017	ABCNGO Tier 1 Amman	Winter Cash Assistance - Tier 1	10/9/2016	19	19	0

- *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. The current assistance bundles available in the 2016 Winterization Package 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.*

2. Select 'Winterization Bundle 2016-2017' from the assistance bundles drop-down menu. Insert the list of case numbers and select 'Check List Cases' (maximum of 1000 cases at any given time). If all case numbers are registered in proGres, and recognised in RAIS, they will be incorporated into a table as shown. If case numbers are incorrect or cannot be recognised they will appear in the 'Case Errors' tab.

**Winter Assistance Identification**

**Check Winter Assistance**

Assistance Bundles  
Winterization Packages 2016-2017

Enter list of cases (one case per row)

09/10/2016 **Identify Cases**

apply to all **Winter Cash Assistance - Tier 1**

Cases: 19 Free cases: 19 Cases already identified: 0 Cases overdue: 0 Cases assisted: 0

	Assistance Type	Case number	Active Individuals	Location	Identified	Identified by	Identified on	Release	Assisted by	Date Assisted
▼	Assistance: None									
<input checked="" type="checkbox"/>	Select Assistance Type ▼	199- [REDACTED]	5	Irbid - Qasabah Irbid - Irbid	<input type="checkbox"/>			0		
<input checked="" type="checkbox"/>	Select Assistance Type ▼	165- [REDACTED]	5	Mafrag - Badiah Sh.Gh. - Badiah Sh.Gh.	<input type="checkbox"/>			0		
<input checked="" type="checkbox"/>	Select Assistance Type ▼	165- [REDACTED]	1	Irbid - Qasabah Irbid - Irbid	<input type="checkbox"/>			0		
<input checked="" type="checkbox"/>	Select Assistance Type ▼	165- [REDACTED]	2	Irbid - Qasabah Irbid - Irbid	<input type="checkbox"/>			0		
<input checked="" type="checkbox"/>	Select Assistance Type ▼	199- [REDACTED]	1	Irbid - Irbid - Irbid	<input type="checkbox"/>			0		

Upload Excel File

Excel Template **Check List Cases** Export Results Back

### Check Winter Assistance

Assistance Bundles

Winterization Packages 2016-2017

Enter list of cases (one case per row)

Upload Excel File

Select

Excel Template

Check List Cases

Export Results

Back

☒ Standard

☒ Non-Standard

 Case Errors 3

Case Number	Error
165- [REDACTED]	Fail to validated case in RAIS
474- [REDACTED]	Fail to validated case in RAIS
631- [REDACTED]	Fail to validated case in RAIS

Cases which fail to validate need to be followed up with Jordam DAG via [DLJORAM-DataAnalysisG@unhcr.org](mailto:DLJORAM-DataAnalysisG@unhcr.org) for manual synchronisation to be requested.



**Winter Assistance Identification**

**Check Winter Assistance**

Assistance Bundles  
Winterization Packages 2016-2017

Enter list of cases (one case per row)

09/10/2016 **Identify Cases**

apply to all: Winter Cash Assistance - Tier 1

Cases: 19 Free cases: 19 Cases already identified: 0 Cases overdue: 0

Assistance Type	Identified
Assistance: None	
Select Assistance Type	
Select Assistance Type	
Select Assistance Type	

Block Name

Enter block name :

ABC NGO Tier 1 Amman

OK Cancel

Standardized Formatting:

OrgName\_Tier 1 Cash\_Location  
OrgName\_Tier 1 Cash\_Location  
OrgName\_Tier 1 NFI\_Location  
OrgName\_Tier 2 NFI\_Location

# Generating your Automated Distribution List based on blocking

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				
	<input type="text"/>	<div>Winterization Packag</div>	<input type="text"/>	<input type="text"/>	<input type="text"/>							
▼	BUNDLE: WINTERIZATION PACK	<div>Winterization Packages 2015-2016</div>										
	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

# Automatically Generated Assistance Bulk-upload Excel based on blocking entry

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.

# Bulk Upload Module – ‘Provision of Assistance to cases’

UNHCR RAIS

Dashboard

Cases Information

Ticketing

Assistance

Eligibility

Forms

Referrals

Appeals

Reports

Administration

VAF

RAIS Search

Search

Search by Id

Case No.  
\_\_\_\_-\_\_C\_\_\_\_\_

Search by Name

Search

Clear

Assistance - Search

Assistance - Single Bulk

Assistance - Bulk Upload

Assistance - Coordination

Assistance - Health

Assistance - Health ECC

Assistance - Master Coordination

Document ID.

Phone Numl

Photo	Status	IndividualID	CoA	Site	proGres No	CoO	Arabic Name	English Name	Mothe
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CRI Bulk Assistance - Upload File

Upload Information

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

1. Organization

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

\*Size limit: 25MB

Assistance Template

Link - Bulk | Link - Bulk Health

3. Upload Assistance Information

Back

Upload Files:

Refra										
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	MohammedAlaqil	11/10/2016	<div><div></div><div>Stop</div></div>
1161	WFP	RAIS - October Reload-Community20.xlsx	Cash Assistance - Other	Interrupted/Stopped	45898	8731	2	MohammedAlaqil	11/10/2016	<div><div></div><div>Errors</div></div>

# Report Generation on Assistance Provision – Reports Module

UNHCR RAIS

Dashboard

Cases Information

Ticketing

Assistance

Eligibility

Forms

Referrals

Appeals

Reports

Administration

VAF

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RAIS Search

Search

Search by Id

Case No.

Individual ID.

Document ID.

Phone Number

Search by Name

Search

Clear

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

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