



Mahali Community Innovation Lab

Three design sprints over 1.5 years to put those affected by challenges in the lead of solutions

Overview:

Define



Extensive **community outreach** to define and rank priority challenges in the refugee community. Once challenges are chosen, **deep dive research** done prior to each challenge launch.

Design



Ten week **design sprint** with 2-3 teams to design solutions to challenge.

Deploy



Teams with a **validated prototypes** and promising pathway to scale enter a 6-month **accelerator program**.

Define:





Challenge:

- 1. People cannot generate sufficient income to meet their basic needs, in a way that is predictable and does not expose them to risk.**
- 2. People cannot access the humanitarian services that they need and are eligible for.**
- 3. Children are not learning.**

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Design Sprint Support Package

Scholarships



Technical Support



Partnerships



Moral Support



Research



Networking



Experiences



Materials



Design:



Design:



Problem: Many Syrian families find the least expensive housing they can, which is **often far from places of work**. Often, just one member of the household is working outside the home, and transportation expenditure can take 50% of their salary.

Solution: A platform connecting people who want to share housing near their places of work, targeted at low wage workers.



Problem: People have skills that are under-used; while others have needs that are not being met because services are too expensive. Syrian refugees particularly have limited opportunities to generate income in the formal labor market

Solution: A platform and phone hotline to register your skills and find people with skills you need. Strong focus on household needs like tailoring, electricians, or carpentry, as well as untapped markets in the north of Jordan (Irbid, Mafraq).



Deploy:

6 months incubation and up to 25K
in funding

- Shamal Start Incubation Program including
 - o Co-working office space
 - o Regular milestone setting and grant disbursement
 - o Access to Fablab on an as-needed basis for prototyping and product development
 - o Legal Support and Accounting support
 - o Intellectual Property support
 - o Logistic Support
 - o Registration support
 - o Training and consultation
 - o Networking and Linkages
- Post Incubation Investment support and linkages





Challenge:

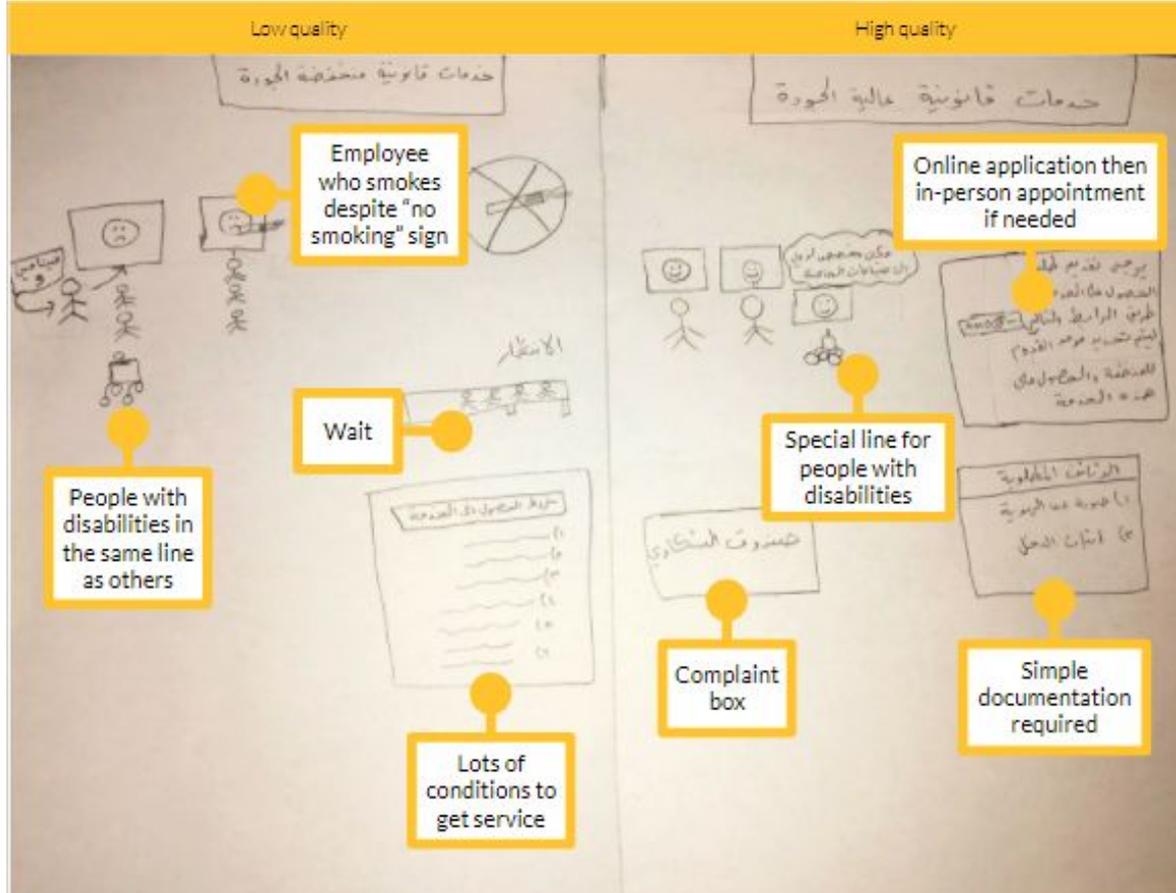
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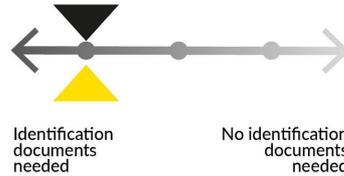
Define:



Overall perception of NGO services

■ Beneficiaries
■ IRC Staff

How burdensome are the documents required to access the services?



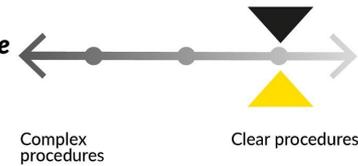
How affordable is it to access the service?



How easy is it to get access to the service?



How understandable are the procedures for accessing the service?



How is the experience of applying for and receiving the service?



How many needs could be met through this service - one specific need, or many?



Application:



Training:





Selection:

- How do we make the experience of accessing services, especially healthcare, more **dignified and efficient** for providers and receivers?
- How do we cover key **financing gaps** for underserved medical needs?