

1. THE PROBLEMS FOR:

HUMANITARIAN ORGANIZATIONS (HO's)

Many Humanitarian Organizations are **unprepared** to deliver CVA at **scale** and with **quality** (efficient, effective, accountable).



AID WORKERS (AW's)

Insufficient knowledge, skills and systems are key barriers for AW's and HO's to increase cash program quality and scale. Better **Cash Information Management (Cash IM)** can address this gap.



PEOPLE AFFECTED (PA's)

For PA's challenges concern being assisted in a **dignified** way, reducing **complexity** and **duration** of registration, and receiving **clear communication** on their inclusion, start and stop of the program.



2. THE SOLUTION

121 is a **unique collaboration** by humanitarian organizations on cash and voucher assistance. It offers a set of **products** (121 solutions) and **services** for **Cash Information Management**, developed in DIF1 and ready to continue the journey to scale:

OUR PRODUCTS

Cash Program Design Wizard, decision-support tool to design quality CVA programs based on sector-wide best-practices.*



PA App for self-registration for programs, **direct access** to helpful information and **direct communication**. This reduces time-to-register, complexity and unclarity.



AW App to validate registrations. This helps to **reduce duplication**, increase **efficiency** and handle data **responsibly**.



HO Portal for Program Managers to **monitor** registrations, **include** people, send **payments** through payment providers, send **notifications** to people and do **Community Engagement** and **Accountability**.



OUR SERVICES

CVA
PROCESS
ANALYSIS

HUMAN
CENTRED
DESIGN

CASH IM
TRAINING

PEER-TO-PEER
SUPPORT

KNOWLEDGE
SHARING
PLATFORM

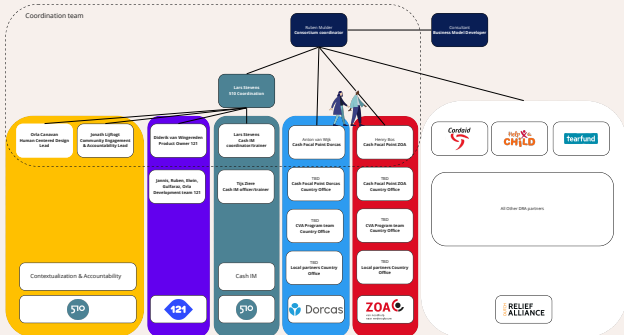
3. THE PARTNERS



ADED/HCC

- **Dorcas:** Lead of DiF1 and DiF4 with cash as strategic focus area and commitment to scale cash and 121 internally and in the DRA
- **ZOA:** New partner with multiple cash programs that could benefit from 121 and committed to increase quality and scale through the integration of 121 solutions
- **Netherlands Red Cross - 510:** Initiator of 121 with a strong team of developers and cash information management experts
- **Tearfund:** Large local partner network and strong cash expertise
- **Help a Child:** Committed to build its own and local partner capacity on cash. Expertise on Protection issues in cash programming
- **Cordaid:** New partner with large international network. Is working on a new cash strategy that 121 can contribute to. Very interesting for further scale up after the project
- **Local partners ADED/HCC** and possibly others based on the selected context to stimulate localization

4. THE TEAM



5. DATA RESPONSIBILITY AND PROTECTION REVIEWS

To ensure we do no harm, we did three things. Red een Kind performed **protection reviews** which led to back-end, user interface and procedural changes. We executed two **data responsibility reviews**, one with **PriceWaterhouseCoopers** and one internally in the NLRC and implemented necessary data safety measures. For 121 solutions we have chosen a **privacy-by-design approach**. This led us to implement self-managed digital identities for PA's. We learned this technology is not (yet) viable in low-tech and limited connectivity contexts. As a result, we will add alternatives while preserving a privacy-by-design approach.



PURPOSE SPECIFICATION



MINIMIZATION



DATA QUALITY



RESPECT FOR THE RIGHTS OF THE DATA SUBJECT



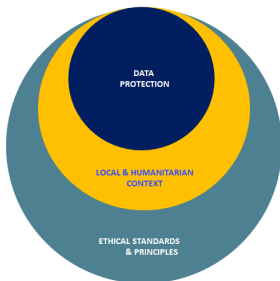
DATA SECURITY



DO NO HARM



LEGITIMATE AND LAWFUL USE



6. HUMAN CENTERED DESIGN (HCD)

HCD has been a key strategy of 121 to ensure participation and inclusivity of end-users.



1. DESKTOP RESEARCH/ PREP WORK / PROJECT PREPARATION/PROJECT MAPPING

Activities

Desktop research into country characteristics
Mapping of goals, knows, assumptions and unknowns in strategy sheets

Deliverable

PESTEL google sheet
PESTEL ppt
Environment map
Humanitarian canvas
Goal sheets
Value proposition fill 1



2. CODESIGNS

Activities

CodeSigning
Transcribing
Insights clustering

Deliverable

Transcripts in excel
Insights PPT



3. PERSONA AND VALUE PROPOSITION

Activities

Develop personas
Formulate value proposition per user segment

Deliverable

Personas of user segments
Value proposition(s) fill 2



4. PROTOTYPING + PROTOTYPE TESTING

Activities

Paper prototyping
Xd prototyping
Prototype testing
Iterate (prototyping and testing)
Make wireframe

Deliverable

Xd prototype
User test results PPT
Wireframe Xd (?)



5. DEVELOPMENT SPRINTS

Activities

Develop coded MVP
user tests
MVP user testing
Iterative user testing

Deliverable

Coded MVP



6. USER ACCEPTANCE TESTING

Activities

MVP user acceptance testing

Deliverable

Insights into possible improvements

