



EXPERIENCE

of the

AccessRC-Self-Registration Tool Pilot Project



EDITORIAL

Experience of the AccessRC-Self-Registration Tool Pilot Project" was prepared during the administration of Dr. Judith Carvajal de Álvarez, National President of the Colombian Red Cross.

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Experience of the AccessRC Pilot Project - Self-Registration Tool

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For more information, please visit:

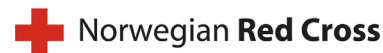


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“

I participated in the Red Cross Pilot Project, and I found it to be a very fun, friendly, and welcoming experience because all migrants were able to participate [...] This morning I went to withdraw the money at Bancolombia. I filled out a form and found out that I had received the money through a message in the application, which indicated the code, amount of money, and name of the sender. There were no difficulties at all!

Sara Miyanneth Puche Velazco (Program Participant)

GLOSSARY

A

APP *Application*

C

CEA *Community Engagement and Accountability*

CIAD *Comprehensive Center for Attention and Development.*

CICR *International Committee of the Red Cross.*

CRAL *German Red Cross.*

CRAM *American Red Cross.*

CRC *Colombian Red Cross.*

CRE *Spanish Red Cross.*

CRN *Norwegian Red Cross.*



D

DAPS Dignity, Access, Participation, and Security.

E

EGRD Disaster Risk Management Teams.

ENI Colombian Red Cross National Intervention Team.

F

FPQRS Congratulations, requests, complaints, claims, and suggestions.

G

GIFMM Inter-Agency Group on Mixed Migration Flows.

I

IFRC International Federation of Red Cross and Red Crescent Societies (IFRC).

O

OFFLINE No internet connection.

P

PDM *Post Distribution Monitoring.*

PGI Protection, Gender and Inclusion (PGI).

PPT Temporary Protection Permit (TPP).

PTM Cash Transfer Programs (CTPs).

T

TM Cash Transfers.

TMM Multipurpose Cash Transfers (MCTs).



Executive Summary

The International Federation of Red Cross and Red Crescent Societies is committed to strengthening humanitarian services through digital resources, promoting the use of the AccessRC app, which has proven to be an invaluable tool, especially after the successful experience in delivering cash assistance to more than 300.000 people displaced by the conflict in Ukraine.

AccessRC is a self-registration tool that allows remote data collection, enabling families to register together and at their own convenience; it scans identity documents and automatically records personal data, avoiding typing errors in names and document numbers; it provides tools for preventing duplication, fraud and data analysis; it allows digital communication with participants through the app, text messages and connects directly to the RedRose platform for payment disbursement.

On this occasion, the International Federation of Red Cross and Red Crescent Societies, together with the Colombian Red

Cross, decided to develop a pilot project to validate the AccessRC tool in Colombia.

Colombia is a country with multiple risk scenarios, including natural disasters, armed conflict, and other situations of violence, as well as a high presence of mixed migratory flows.

The project focused on the municipality of Soacha in the department of Cundinamarca, targeting people with priority needs for assistance due to natural disasters, displacement due to armed conflict, and migrants and host populations. The project was implemented in communes four (4) and six (6) of the municipality between October 2023 and January 2024 with the support of the Colombian Red Cross Sectional Cundinamarca and Bogotá. Under this initiative, 97 families received Multi-Purpose Cash Transfers through the AccessRC self-registration application and integration with the RedRose platform.

It is worth highlighting that the majority of the participants in the pilot project were able to complete the registration and application processes autonomously. Some participants required assistance, either virtually or



The project was developed in the following phases:

- 1 Working meetings with the Global Team and desktop simulation carried out in Geneva (Switzerland) in joint work between the IFRC Global Team, the IFRC Regional Team, the Colombian Red Cross and the RedRose team.
- 2 Training on the use of the application for project staff and test exercise with staff from all areas of the CRC.
- 3 Targeting of the participating community and socialization of the process and use of the application to the community.
- 4 Training on the use of the application for the participating community.
- 5 Registration and application to the program.
- 6 Review and approval of profiles of program participants.
- 7 Accompaniment to registrations and face-to-face support for participants with difficulties in registering.
- 8 Review and approval of payment for disbursements.
- 9 Withdrawal of TM and follow-up of assisted persons.
- 10 Post-distribution follow-up.
- 11 Activity with the community in a focus group to learn about their experience.
- 12 Lessons Learned Workshop and Sharing of Experience.
- 13 Recording of minutes of the follow-up of each of the activities throughout the project to document the experience (cross-cutting activity).

in person, to complete the process. However, these were few cases that were budgeted for from the beginning of the project, as they did not have smartphones or their operating systems were not compatible with the application.

The pilot project with AccessRC also showed that the app simplifies the registration of participants, the collection of personal information without errors, streamlines legalization processes, and, in general, reduces the time required for the different steps in the delivery of humanitarian assistance. In response to concerns about losing contact with communities, the tool was shown to be useful for these processes without losing contact with the assisted persons. It also showed that calls for applications, monitoring, and post-distribution require ongoing support from the Red Cross.

In the post-distribution survey, 93% of participants indicated that they would recommend the application, demonstrating its relevance for the efficient and effective delivery of humanitarian assistance.

It is important to note that the application underwent a continuous improvement process during the pilot project. This has resulted in features that are adapted to the Colombian context and provides valuable input for the International Federation of Red Cross and Red Crescent Societies and other National Societies to implement it in different countries and contexts.

INTRODUCTION

and Objective

The Colombian Red Cross (CRC) in conjunction with the International Federation of Red Cross and Red Crescent Societies (IFRC) developed a pilot project to validate the AccessRC self-registration application in Colombia.

With the aim of strengthening humanitarian services with digital resources, the IFRC has promoted the use of the app taking into account the successful experience in the delivery of cash humanitarian assistance that the National Societies had that provided aid to more than 300.000 people displaced by the conflict in Ukraine. The app is integrated with the RedRose platform² and a payment mechanism, which allows significant efficiency to carry out the entire process of registering participants, profiling them, delivering codes for receiving money and conducting post-distribution surveys

The pilot project in Colombia consisted of the delivery of multi-purpose cash transfers to 97 families in the municipality of Soacha with the AccessRC registration application carried out jointly between the International Federation of the Red Cross and the Red Crescent, the Colombian Red Cross Sectional Cundinamarca and Bogotá between the months of October 2023 and January 2024.

The following documents the experience of using the application, the challenges faced, the challenges in the contextualization process, the changes required for its adaptation to Colombian needs, always seeking to strengthen the impact on the living conditions of the most vulnerable, giving reasons, for example, for the recognition of identity documents used in the country for both nationals and foreigners, the guidance and support to participants for their successful registration in the application, or the challenge of accompanying communities for which, for various reasons, access to technology is limited.

² RedRose is a platform founded in 2015 whose vision is to empower organizations by increasing the efficiency, transparency and accountability of humanitarian projects through their empowerment with a focus on digital technologies.

In this process, in addition to all the technical challenges that the institution addressed to use the AccessRC application and the RedRose platform, the experience of the communities with the implementation of the application is of utmost importance. In this way, it is possible to identify both those aspects that can be replicated and those that need to be improved.

The first chapter explains the origin of the AccessRC tool initiative and the reason why the Pilot project was designed in Colombia, its implementation process, the general framework of the Cash Transfer Programs (CTP) in the country and in the CRC, the contexts in which they were worked on and the actor maps.

The second chapter presents a description of the technical work, the phases worked on,

the coordination process implemented, the trainings received and the timeline of the intervention.

The third chapter shows the results of both the characterization and the post-distribution, the evaluation of the tool and everything associated with monitoring and follow-up, community participation, its sustainability and the impact at the institutional level.

The fourth chapter presents the conclusions and recommendations and addresses the achievements and challenges of the pilot project. Finally, the testimonies of the people who accompanied the pilot process with the application are presented in order to enrich, with their narratives, the relevance of using this type of tools with the communities for a timely response.

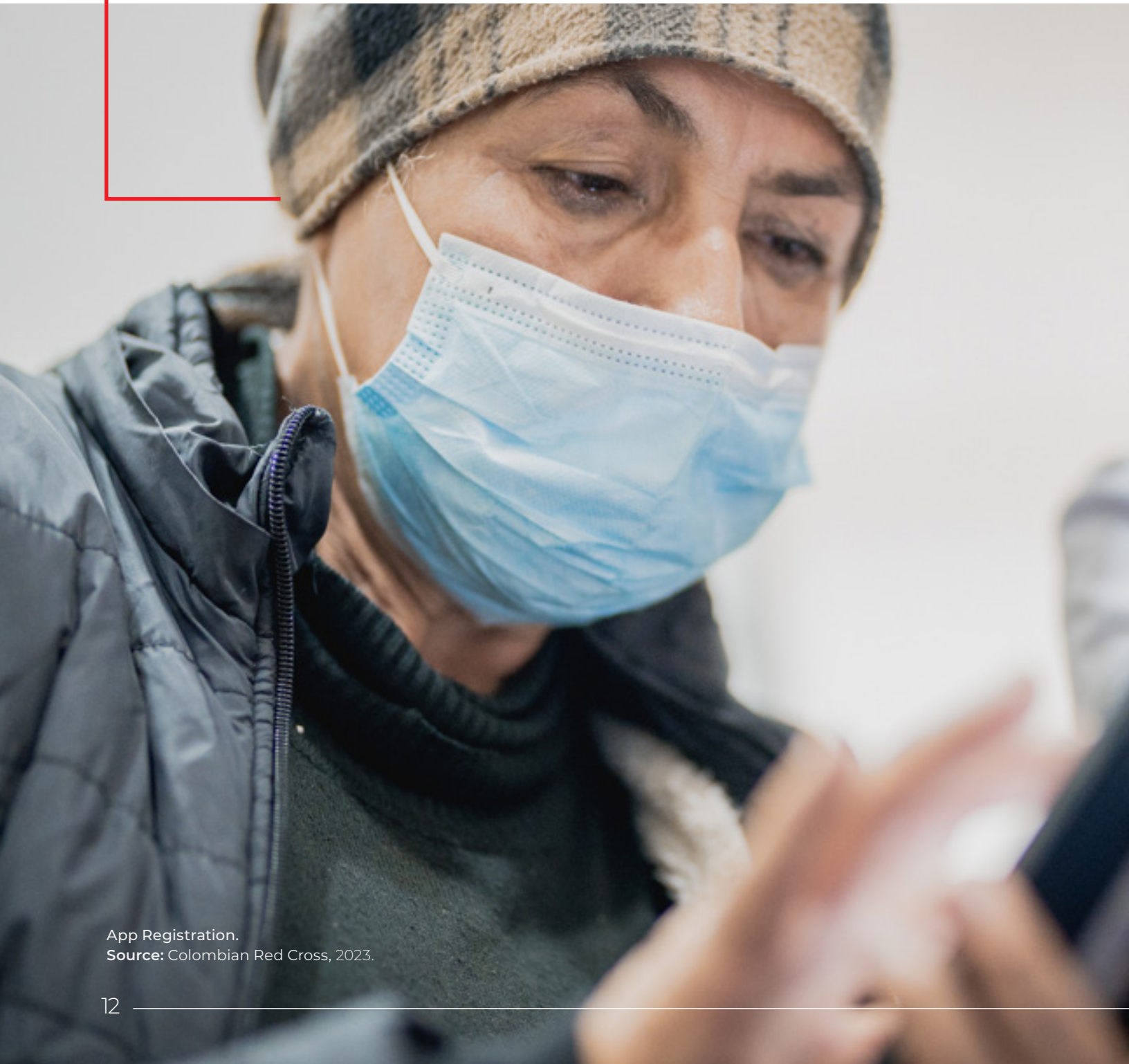
Lessons Learned Workshop. Source: Colombian Red Cross, 2023.



OBJECTIVE

To document the experience of the AccessRC pilot project, which will allow for reflection on the lessons learned and identification of the different processes carried out to achieve the effective completion of the project, and which can serve as a basis for future initiatives.

1 *The general context of the Colombian Red Cross' humanitarian experience*



App Registration.
Source: Colombian Red Cross, 2023.



The importance of documenting this experience lies in all the knowledge acquired and the results obtained in this process of implementing the AccessRC pilot project, as it is the first time that this application has been used outside the context of the conflict in Ukraine. Additionally, it is an important opportunity for the Colombian Red Cross to be chosen to execute this pilot project, as it recognizes the knowledge and experience gained in all the cash transfer projects that the CRC has successfully completed in recent years, as well as the protocols that have been implemented for good practices. In turn, the migration context that the country is facing provides an important opportunity to validate the use of this application in similar situations.

It is also worth highlighting the technological advances such as this tool, which allows an effective approach to communities without losing the closeness that has characterized the Colombian Red Cross, taking advantage of its usefulness in pertinent cases to facilitate projects.

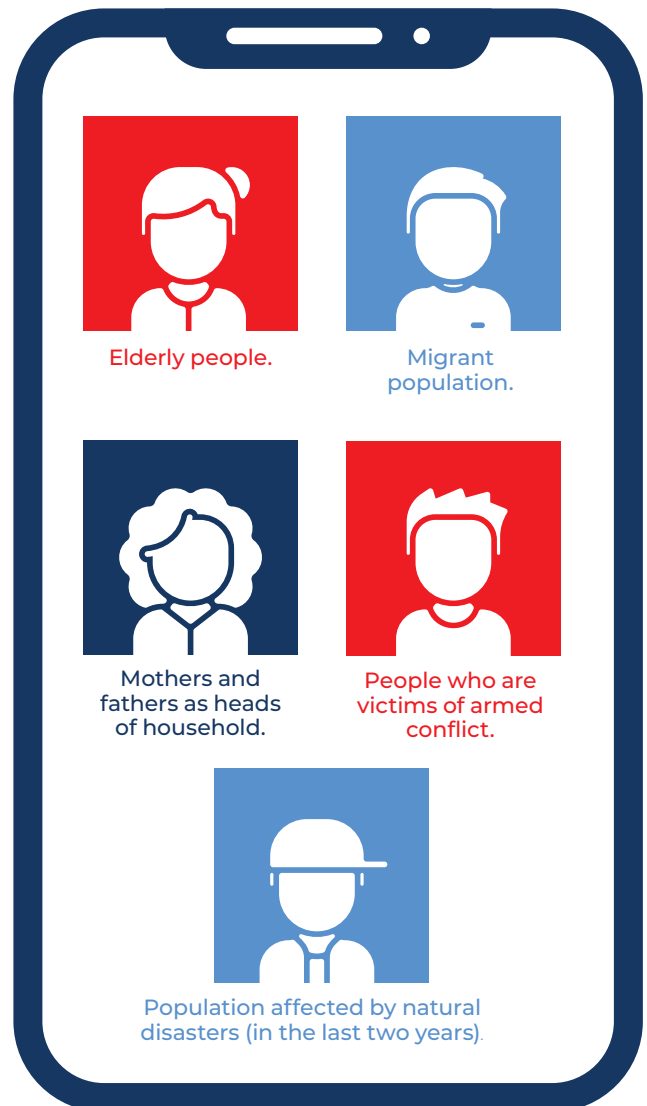
This documentation will provide inputs, experiences and methodologies for the National Societies of the region in the use of the AccessRC application, as well as the first steps for future projects to use the tool and consolidate the recommendations and good practices of this pilot project.

1.1 Pilot Context

The IFRC began using the AccessRC application with the Romanian Red Cross Societie in the humanitarian crisis caused by the conflict in Ukraine since April 2022, in which more than 18 million people were affected by the conflict. Its use aimed to significantly expand the delivery of cash humanitarian assistance in these territories with little experience in delivering assistance in this modality, and it was possible to support 300.000 people in just over a year.

AccessRC is an application designed by the IFRC that, together with the RedRose platform, manages the data obtained in the records. This application is available for download on iPhone and Android phones and its functions include self-registration and remote data collection; automates the identity and eligibility verification process; promotes segregation of duties, provides fraud prevention and data analysis tools; can allow service recipients to choose from a variety of payment options with global financial service providers; and offers an interface to communicate digitally with service recipients. End-user accounts and the associated identities of those wishing to receive assistance are managed centrally in a secure database. Each National Society can indicate the types of assistance they provide in their country (cash, goods or services) digitally or physically, be able to identify duplicate accounts and communicate with end users and receive feedback, all in the language of their choice.

This is the first time the AccessRC application has been used in Colombia, so one of the objectives of this project is to validate the use of the application in the context of the country and to be able to adjust it to local needs. The project was implemented from October 2023 to January 2024. Soacha was chosen as the municipality of intervention, with a baseline of 103 participants from communes four (4) and six (6). 97 families met one of the following selection criteria established in the project:





To respond to the needs identified in the communities of Soacha, the type of humanitarian assistance delivered was Multi-Purpose Cash Transfers (MPTs). This type of assistance allows families to autonomously select the most urgent needs for their household. The MPT amounts that were delivered are within the parameters established for Colombia for the attention to migrant and host populations, guidelines built with the Colombia Cash Transfer Group (GTM).

The financial services provider for this project was MoneyGram. Its selection is related both to the international agreement it already has established with the IFRC, who was directly responsible for making the transfer, and to its link with the AccessRC application and the RedRose platform.

The identity documents accepted in the project according to MoneyGram's requirements for cash transfers were:



1.2. General Framework on Cash Transfers

The Colombian Red Cross had its first experience with Cash Transfers in 1997 to assist victims of the armed conflict in South Bolívar, Bolívar department, where checks were distributed to cover basic needs. Since then, it has consolidated its experience working in emergency response to natural disasters such as torrential rains, floods, droughts, and hurricanes; as part of the

humanitarian response to cover basic needs and food security; response and recovery of livelihoods; support for gender-based violence case management; healthcare; food, shelter and transportation to communities affected by armed conflict, migrants, assistance to returning nationals and vulnerable populations.

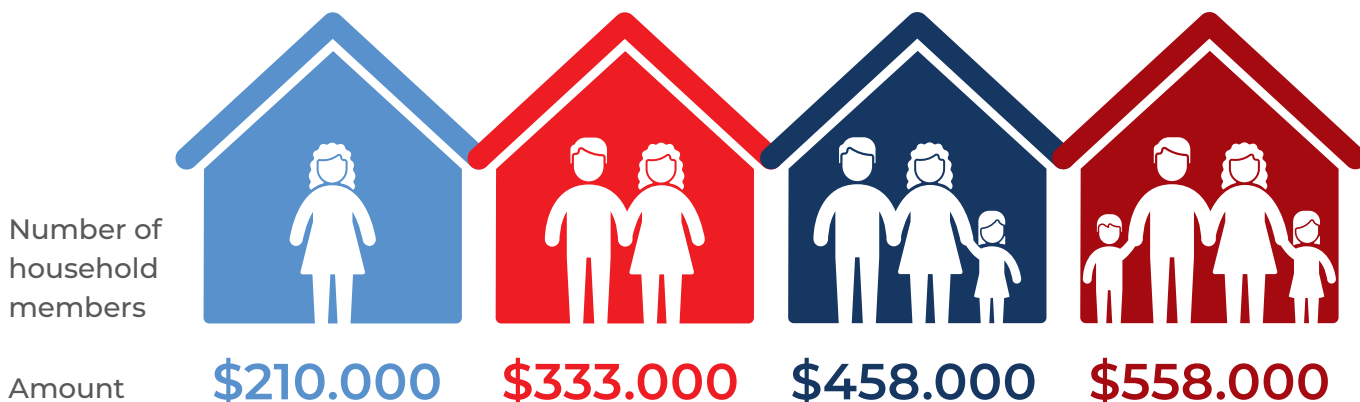
Based on this experience, the Colombian Red Cross has created a Cash Transfer Protocol for the CRC, carried out awareness and training projects in Cash Transfers for staff and volunteers; implemented multi-purpose and conditional cash transfer projects and initiatives; and managed agreements with different financial providers that have allowed it to expand response options according to the needs of different contexts and territories.

In 2023, the CRC, with the support of the IFRC, carried out a self-assessment process of Cash Transfer Programs (CTP) and an action plan for the CRC in Cash Transfers in order to strengthen capacities and have a guide for actions for CTP preparedness for the next three years.

The Colombian Red Cross, with the support of partners such as the IFRC, ICRC and the National Societies participating in the country such as the Spanish Red Cross (CRE), the German Red Cross (CRAL), the American Red Cross (CRAM), the Norwegian Red Cross (CRN), as well as external partners, has implemented numerous projects from 1997 to date, assisting more than 30,888 families with an approximate of 111,197 people in 23 departments of the country.

Since 2016, the Cash Transfer Group (GTM) was created, in which the Colombian Red Cross was co-leader for six years and is currently an active member. This group was formed with the aim of coordinating and harmonizing Cash Transfer Programs for the humanitarian response aimed at populations in situations of vulnerability due to armed conflict, migratory crises and/or natural disasters. This group, together with the National Government, has carried out studies and its analyses have allowed to standardize the amounts of economic aid provided in the country. The allocation of resources for each family takes into account the number of members of the household. The following is the latest update of the established amounts::

For the pilot project, the TMMs delivered to the families were established according to the number of members of the household and the values agreed upon in the GTM.





1.3. Context of the Municipality of Soacha

Soacha is a Colombian municipality located in the department of Cundinamarca, part of the Bogotá metropolitan area. It has an area of 184 km² and a population of 808,288 inhabitants according to DANE (2022), of which 53.8% and 67% live in poverty, according to the Jesuit Refugee Service report (2021).²

In Soacha, the Colombian Red Cross (CRC) Cundinamarca and Bogotá Section is present with the Soacha Municipal Support Group and since 2019 has had a Comprehensive Center for Attention and Development (CIAD), which aims at the socioeconomic and cultural integration of the population in vulnerable situations, identifying the needs and vulnerabilities present in this municipality. For this project, considering the experience and work carried out in the communities, the CIAD, the programs offered by the CRC Cundinamarca and Bogotá Section and the Soacha Municipal Mayor's Office worked together to prioritize the population that met the established criteria.

The population with which this project was carried out is focused on communes four, Cazucá, and six, San Humberto, considered critical sectors due to the living conditions of their inhabitants. There, in the mountainous area, the highest population density is concentrated at high risk due to the clay soils, high degree of aridity and soil deterioration that have presented multiple effects in the different winter waves that have been experienced in the country, according to data from the Local Mayor's Office.



BOGOTÁ D. C.

² Jesuit Refugee Service (2021). COVID-19 Pandemic in territories where JRS/COL carries out accompaniment processes for vulnerable populations.



Socialización del proyecto piloto.
Fuente: Cruz Roja Colombiana, 2023.

These communes are made up of people with different degrees of vulnerability: victims of displacement due to social and armed conflict, migrant and host population, single mothers and fathers as heads of household, older adults and people relocated due to natural emergencies. It is estimated that a little less than half of the total population of victims of forced displacement who arrive in the municipality live in commune four.³

Soacha is the second municipality in Cundinamarca, after Bogotá, to receive migrant population of Venezuelan origin, as indicated by the Bogotá Region Statistical Yearbook⁴. According to reports from the Ministry of Foreign Affairs, as of August 31, 2023, there were 2,875,743 migrants from Venezuela in the country⁵. In Cundinamarca, excluding Bogotá, 150,496 migrants from Venezuela were counted, and specifically in Soacha 48,303.

Regarding the current documents of the migrant population in the municipality, the Results of the Joint Needs Assessment for Population with a Vocation for Permanence

2023, developed by the Inter-Agency Group on Mixed Migration Flows (GIFMM) shows that only 59% of the people surveyed have a valid Temporary Protection Permit (PPT). One of the barriers that households face in order to regularize their status is: Not being able to prove residency in Colombia before January 31, 2021.⁶

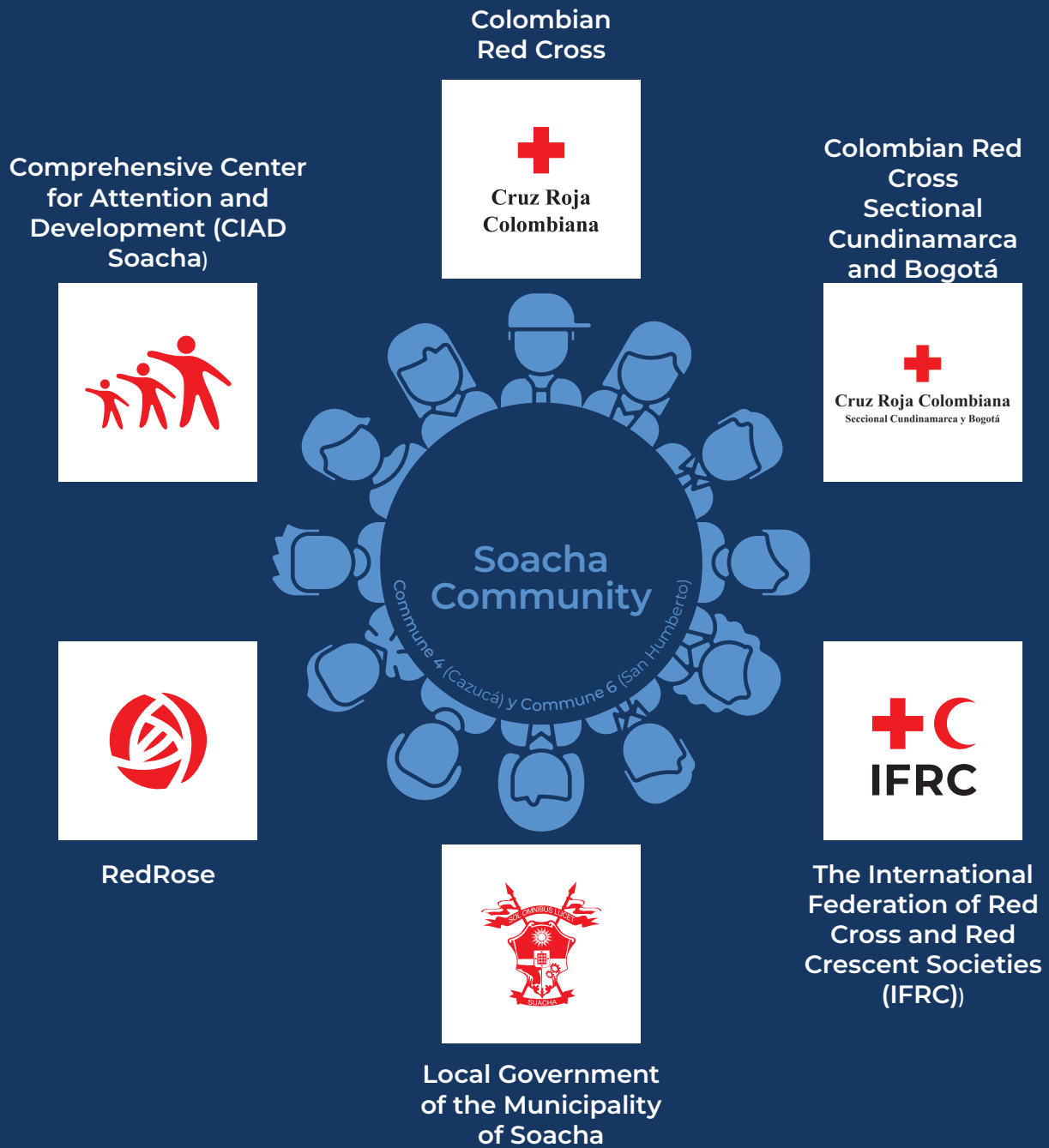
Finally, within the main needs, the Results of the Joint Needs Assessment for Population with a Vocation for Permanence 2023 indicates: Employment: 63%; Accommodation support; 16% Food; 16% Medical care; 2% None and 2% Debt payment support 1%

³ JesuitRefugee Service (2021). COVID-19 Pandemic in territories where JRS/COL develops accompaniment processes for vulnerable populations.
⁴ Statistical Yearbook Bogotá. (2022). Region 4. Current Topics. District Planning Secretariat. Regional Integration Office.
⁵ Colombia Migration. Ministry of Foreign Affairs (2023). Venezuelan Migrant Distribution Report, August 2023.

⁶ Inter-Agency Group on Mixed Migration Flows (GIFMM) (2023). Results of the Joint Needs Assessment for the Population with a Vocation for Permanence.



1.4 Stakeholder Map



2 *Action Plan*

The implementation of this project is the joint work of different areas of the Colombian Red Cross, the Colombian Red Cross Sectional Cundinamarca and Bogotá, the International Federation of the Red Cross and RedRose, which allowed the timely execution and adaptation of the application to the Colombian context. It is important to recognize this collaboration as part of unity, one of the guiding principles of the movement that allows expanding the interventions and results of the projects.



2.1. Coordination and Guidance

Throughout all phases of the project, teamwork was carried out, according to the specific needs evidenced in each phase, which included different areas of work both within the CRC and with the Regional Team of the Americas and the Global Team of the IFRC to solve the problems that arose, allowing to reach a much more user-friendly mobile application and in line with the local context.

We established joint work from the CRC with:

- Colombian Red Cross Cundinamarca and Bogotá Section: Disaster Risk Management Team and CIAD Soacha.
- CRC Areas: Strategic Alliances Unit, Accounting, ICT, Communications and Legal Office.
- IFRC: IFRC Delegation in Colombia, IFRC Regional Office for the Americas and IFRC Global Team..
- RedRose.

2.2. Project Phases

Working tables with the global team:

The Disaster Risk Reduction Manager of the CRC traveled to Geneva, Switzerland to share the IFRC's previous experiences with the application. The framework and timeline for the AccessRC pilot project were established, and the adaptation of the necessary tool for its use in the country began.

Focus: The community with which the project worked was identified. A meeting was held with the community to share information about the project, and the potential participants were pre-selected:

- A. October 2023:** The community with which the project worked was identified.
- B. October 27-31, 2023:** Potential participants were invited to a first socialization meeting.
- C. November 1 and 7, 2023:** A socialization meeting was held with the selected community..

Training: As part of the AccessRC application socialization process, the IFRC Global Team and the IFRC Americas Regional Team trained the Colombian Red Cross (CRC) and the community on how to use the tool, familiarize them with its interface and its potential applicability. Training was also provided to the community with the aim of introducing them to the application and indicating the steps to follow for registration and application to the program. The following are the activities that were carried out in each of the trainings:

- A. Project team desktop simulation** (October 19, 2023): A virtual meeting was held with the Global Team in Geneva. The local team had their first contact with the tool while general guidelines on the project and the mobile application were provided.

- B. Desktop simulation for the CRC and the CRC Sectional Team of Cundinamarca and Bogotá (November 8, 2023):** The face-to-face training was carried out with the Global Team and the Americas Regional Team of the IFRC. Where the use of AccessRC and the pilot project were socialized. Additionally, a desktop simulation of AccessRC was carried out with the participation of different areas of the CRC, from its download to the registration of each participant in the application and carrying out the completion of the characterization survey, which allowed to identify some necessary changes in the application to make it more understandable, taking into account the context of the country.

- C. Community training** (November 9, 2023): It was carried out face-to-face with the selected community to introduce them to the application; how to use it, step-by-step registration, application to the program, possible options for the app's messages and their frequent errors. The activity was carried out in four groups, each with 25 people. This training was conducted by the CRC pilot project team, the CRC Sectional Team of Cundinamarca and Bogotá, and the Global and Americas Regional Team of the IFRC.

Even though these trainings were carried out, throughout the execution of the project, meetings continued to be held with the IFRC Global Team, the IFRC Americas Regional Team and RedRose to solve the different errors that were presented with the tool and at the same time the necessary elements were corrected for the pertinent use, according to the context and



to provide guidance on the use of the AccessRC and RedRose platforms.

Registration and application to the program (November 9-16, 2023): Participants completed their profile registration, connections, characterization survey, and application to the program remotely through the AccessRC application at their own convenience.

Profile review and acceptance (November 14-30, 2023): The AccessRC application, using the characterization survey, automatically selected participants based on the established selection criteria. Subsequently, a manual review and acceptance of profiles was carried out to train the configuration of the application's artificial intelligence. Validated profiles were accepted, and those requiring correction or not meeting the project criteria were rejected. Families that required adjustments made them remotely and were notified by message through the application.

Registration support (December 1, 6, and 14, 2023): In-person support was provided to participants who had difficulty accessing AccessRC. New assisted persons were registered to replace available places, and remote support was provided through WhatsApp for the correction of participant information.

Payment approval (November 29 and 30, December 8, 12, and 14, 2023): The CRC team, together with the IFRC Global Team and the IFRC Americas Regional Team, approved the payment of transfers by groups according to their records. The CRC was trained in the use of the payment platform for personalized monitoring.

Cash transfer withdrawal (November 30 to December 19, 2023): Assisted persons received the codes and instructions for withdrawing the cash transfer at MoneyGram and its service agents through the application, email, and text messages (SMS). From the moment the money payment was accepted and the participants were informed to proceed with receiving their TMM, a decrease

The groups were formed as follows:

DISBURSEMENT DATE	GROUP	CONCEPT	QUANTITY
29/11/2023	1	Assisted people first group	33
30/11/2023	2	Assisted people second group	29
8/12/2023	3	Assisted people third group	20
12/12/2023	4	Assisted people fourth group	11
14/12/2023	5	Assisted people fifth group	4
TOTAL PEOPLE ASSISTED			97

was observed in the time it took for each group as a whole to make the withdrawal: First group: nine days; second group: seven days; third group: six days; fourth group: two days; fifth group: the same day they were assigned the transfer. This decrease in time occurred because during the withdrawals of the first group, there were challenges that were immediately corrected. Additionally, on occasions, people who had already made their withdrawal guided the other participants.

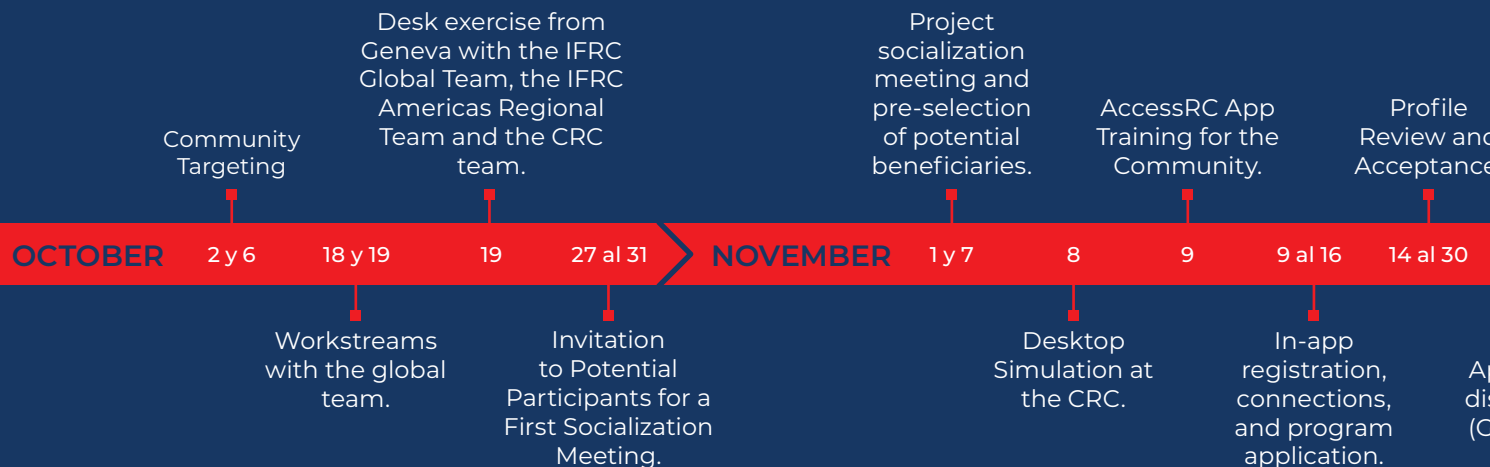
The withdrawal was monitored through the RedRose platform and the monitoring was supported through WhatsApp groups created with the assisted persons as well as through messages directly in the application.

Post-distribution (December 11-31, 2023): The post-distribution survey is conducted to identify the impact of the TMM and to follow up with the assisted persons. In this pilot project, the post-distribution survey was conducted through the AccessRC application, facilitating post-distribution activities, time, and personnel requirements. Each assisted person was notified in the application to complete the survey, and the message to enter the application to complete the survey was reiterated via WhatsApp. Compared to previous projects where calls or face-to-face meetings were used, this methodology has proven to be more efficient and effective.

Focus Group (January 10, 2024): Eight project participants from different disbursement groups were gathered to learn about their experiences with the project, the AccessRC application, the withdrawal and use of money. The experience was discussed and the participants who had not completed the post-distribution survey were guided to do so.

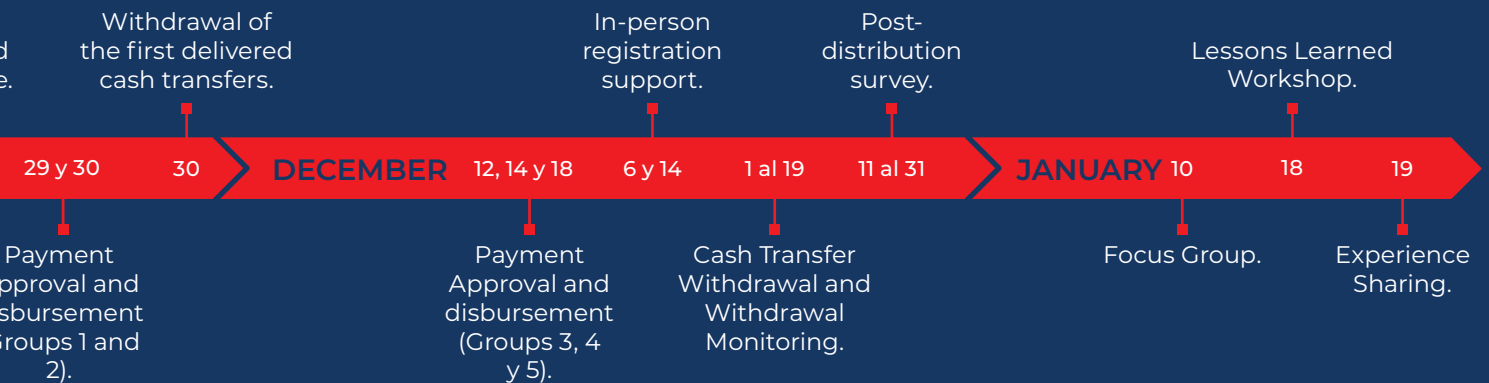
Lessons Learned Workshop (January 18, 2024): This activity brought together the different project participants, including assisted communities, pilot project staff, and representatives from the different missional, administrative and support areas of the CRC, the IFRC Global Team, the IFRC Americas Regional Team, and the IFRC Colombia Delegation. The objective of this workshop was to learn about the experiences and actions for improvement from the different perspectives of the participants.

2.3 Intervention Timeline





Experience Sharing (January 19, 2024): This session presented the main results of using AccessRC to the different areas of the CRC and the Participating National Societies in order to share the advantages of the app and to join forces with the movement's partners to ensure its sustainability.



3 Results



97

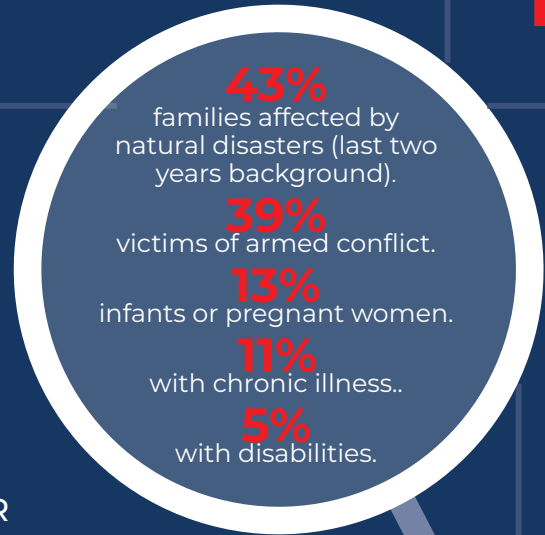
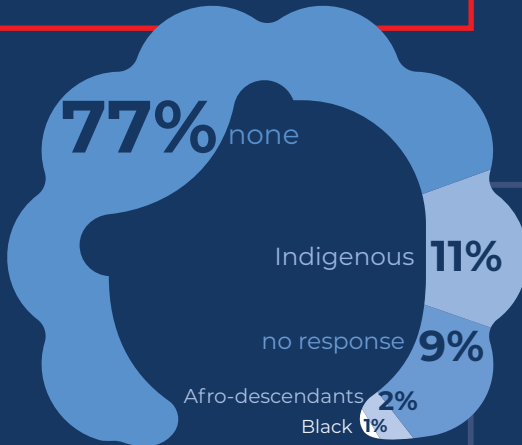
PARTICIPANTS OF THE PROGRAM

85%

women

22 to 29 years old

ETHNIC GROUP



STRATEGIES TO MEET BASIC NEEDS

- 48% other productive activities
- 26% support from family or friends
- 26% other activities

MAJOR VULNERABILITIES

STRATEGIES TO COVER FOOD NEEDS

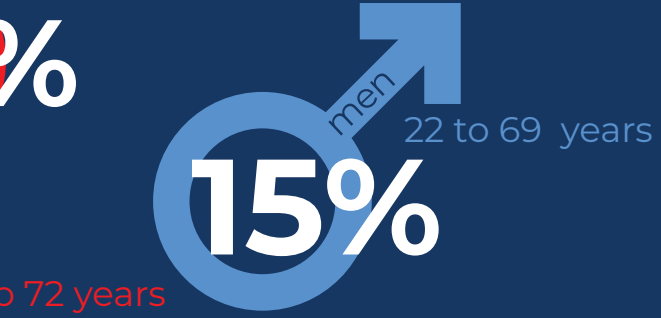




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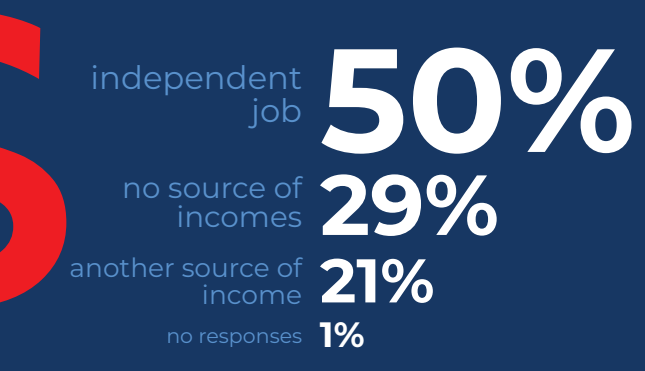


SEX & AGE

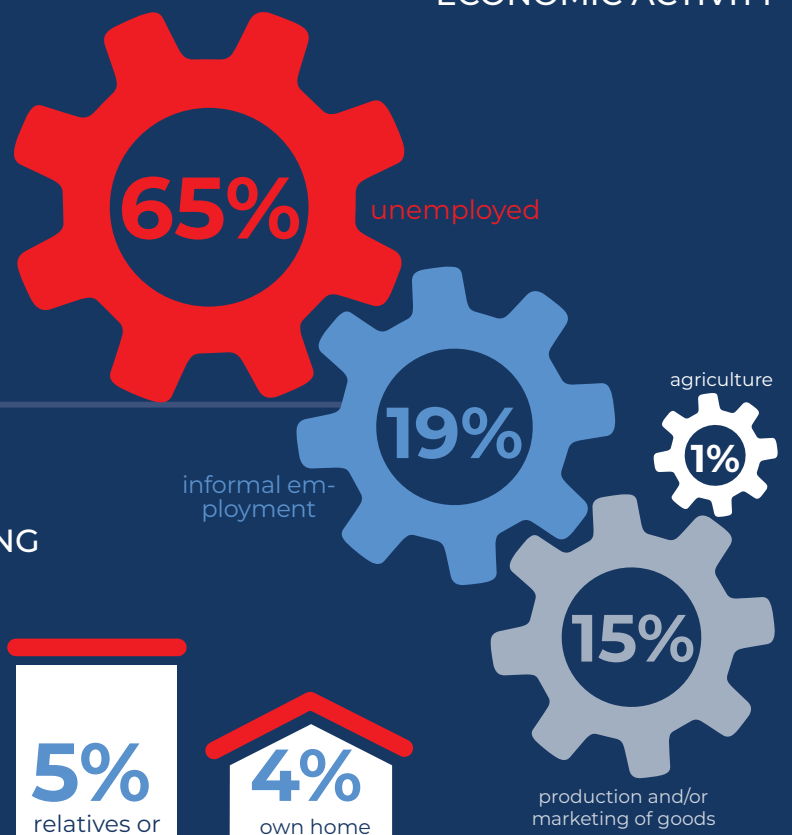


NATIONALITY

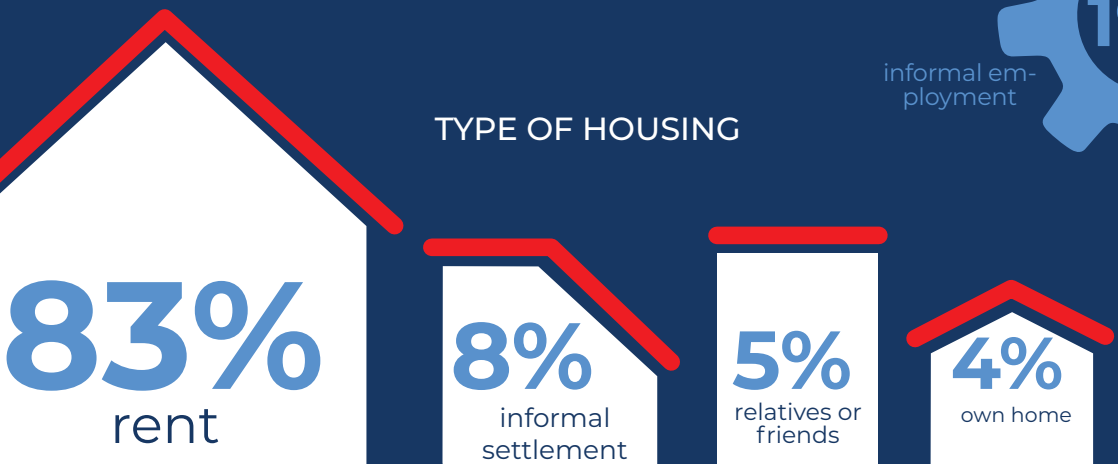
ECONOMICS CHARACTERISTICS



ECONOMIC ACTIVITY



TYPE OF HOUSING





3.1. Characterization

The families carried out the characterization of the pre-selected people to participate in the AccessRC Pilot remotely, from the application, in the self-registration process, with a baseline of 103 people. It was found that 97 of them completed the entire process and met the selection criteria established to access the project benefits.

When analyzing the geographic data of the families assisted, the entire target population resides in the municipality of Soacha in the department of Cundinamarca in communes four (Cazucá) and six (San Humberto). There are 47 people with Venezuelan nationality and 50 people with Colombian nationality. Likewise, when analyzing the demographic data, of the total of 97 people assisted, 82 are women between the ages of 22 and 72, representing 85%, and 15 are men between the ages of 22 and 69, equivalent to 15% of the target population.

On the other hand, it is important to mention the distinction between the people who make up the family nucleus and the people who depend on the head of household. Since on average the participants have three members

per family, with one being the smallest number of members and eight being the largest, who make up the family nucleus. While the people who depend on the head of household vary between zero and 10 people.

Regarding the ethnic group, 77% of the target population, which corresponds to 75 people, do not belong to and/or do not identify with any ethnicity, while 10 people are indigenous, corresponding to 11% of the total. 9% of the respondents, corresponding to nine people, did not answer the question. 2% of the respondents are Afro-descendants, corresponding to two people, and 1% is equivalent to one black person.

Regarding the marital status of the target population: 62 people are single; 26 people are in a free union; 4 people are married; 2 people are divorced; 2 people are widowed; 1 person did not answer the question. On the other hand, 13 women are lactating or pregnant, and 11 people have a chronic illness

Another fundamental aspect in the sociodemographic variable is special ability or disability, since 5 people from the total target population have some type of disability. In the context of violence and internal conflict in the country, it is evident that 39% of the total target population (38 people) are victims of armed conflict, and/or a member of their family is also.

Now, regarding the economic characteristics of the assisted population: the source of income for 48 people (50% of the total) is self-employment; 29% (28 people) do not have any source of income; For the remaining 21 people (21% of the total target population), the source of income is as follows: 9 people have another source of income; 9 people have a job; 1 person receives remittances; 1 person receives



subsidies; 1 person did not answer the survey.

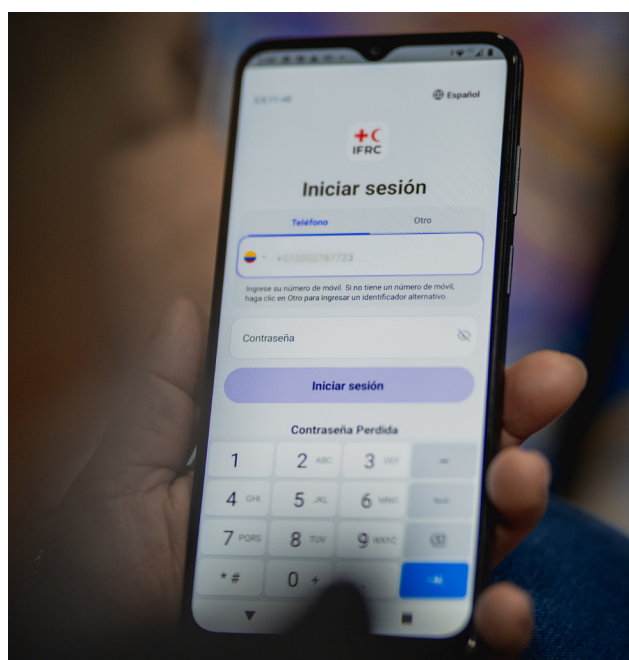
Regarding the main economic activity of the 97 respondents: 65% of the participating population (63 people) are unemployed; 19% of the population (18 people) work informally; 15% of the population (15 people) are involved in the production and/or marketing of goods and 1% of the population (1 person) works in agriculture.

In this sense, the strategies to cover food needs are diverse, including: consuming cheaper products and reducing the number of meals per day (64%) and reducing the quality of food (8%).

Likewise, the strategies to cover basic needs are mostly the development of other productive activities with 48%, representing 46 people. This is followed by 26% corresponding to 25 people, who receive support from family or friends, and the remaining 26%, corresponding to 26 people, use savings, sell work tools, receive government subsidies, and develop other productive activities. It is worth mentioning that 86% of the target population had not received any type of subsidy or humanitarian assistance, while 14% had received this support at some point.

Meanwhile, within the housing characteristics and access to public services of the assisted people, it was found that the homes of 42 families have been affected by natural disasters such as landslides caused by mass movements and floods. This is compared to the 55 remaining families that do not have any damage. The type of housing that people inhabit is mostly rented, with 83% corresponding to 80 people, followed by settlements with 8% comprising eight people and housing of family or friends with 5% corresponding to five people. Finally, own housing only represents 4%, which corresponds to four people of the total sample.

Finally, regarding the public services that these families have, there are sewage, gas, electricity, and water. 42% of the total population has four services; 25% of the assisted population has three services; 14% has two services, and 19% has only one service. In other words, 58% of the sample lacks some basic service for the well-being of the population.



SURVEY

56 of 97 = 58%
completed the survey responses

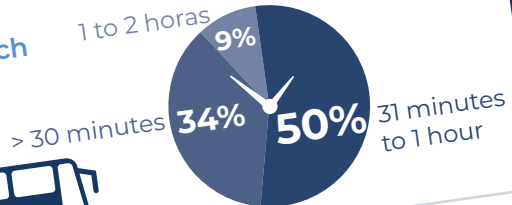
MOVING

towards the money withdrawal branch

- 70% public transport
- 20% walking
- 2% bicycle
- 8% no response



Travel time



Difficulties receiving money

- 70% Did not present difficulties
- 22% Presented difficulties
- 8% Did not answer

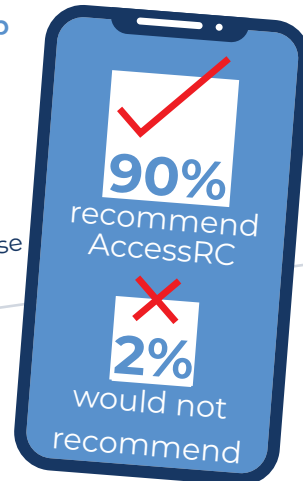
Tool handling
Cell phone app download

- 90% Had a cell phone
- 2% Did not have a cell phone
- 8% Did not respond



Descarga de la App

- 51% easy
- 35% very easy
- 7% hard
- 2% very hard
- 5% no response



Money usage

- 90% food
- 2% several
- 8% no response

Satisfaction
Delivery process

- 75% very satisfied
- 23% satisfied
- 2% dissatisfied

Money received

- 71% very satisfied
- 27% satisfied
- 2% dissatisfied

Attention

- 93% excellent
- 7% very good



As mentioned above, the post-distribution survey aims to identify the impact of cash transfers and conduct a follow-up process with participants.



3.2. Post-distribution Survey

556 of the 97 people who participated in the project completed the survey. Some people did not complete it for various reasons. The technical team followed up on the completion of the post-distribution survey through WhatsApp groups. Some assisted people stated that they did not know which survey to complete, which led the team to corroborate that the operating system of some cell phones did not allow them to view it or that some people did not update the mobile application.

Despite this difficulty, the final goal was to achieve at least a 21% response rate, which was exceeded with a 59% response rate from the families.

It is important to highlight that the post-distribution survey aimed to analyze the families' perception of the tool's use and determine the level of satisfaction and impact in order to observe the feasibility and continuity of the tool in the CRC projects where Cash Transfers or any other type of humanitarian aid are delivered.

When analyzing the data on the displacement of the people surveyed to the money withdrawal branch, it is evident that 70% of the total population took public transportation such as buses, SITP (Integrated Public Transportation System) and/or taxis, while 20% walked to the withdrawal location. Only 2% used a bicycle and the remaining 8% did not answer the question. Likewise, the travel time from home to the withdrawal location for 50% was between 31 minutes and 1 hour; for 34% it was less than 30 minutes; for 9% it was between one and two hours and the remaining 7% left the answer blank.

Regarding the difficulties that families faced when receiving cash at the withdrawal point, 70% of the 56 respondents did not experience any difficulties, 8% did not answer the question, and 22% stated that the waiting time was very long, there was a lack of information about the location of the withdrawal points, the identity document provided was not accepted, the withdrawal point they visited was not enabled, or the withdrawal point requested information they did not have the answer to. Faced with these difficulties, the technical team provided solutions so that people could withdraw cash at other points and by presenting other identity documents.

Regarding the use of the AccessRC app and the mobile device, 90% had a smartphone to download the app, while 2% did not have a cell phone and 8% did not answer the question. In this regard, people who did not have a phone managed to download the application through CRC staff or volunteers or through a family member, gaining access to the mobile application and, in this way, registering and continuing with the process to obtain the support granted by the institution.

Additionally, in the process of downloading the application, 51% said it was easy; 35% said it was very easy; 7% said it was difficult and 2% said it was very difficult. The remaining three people, 5%, left the survey blank. When justifying their answers as to why they found the download process difficult or very difficult, people indicated that the phone had problems, the cell phone did not have Android, they did not understand well or did not know about the app. However, 90% of the total sample would recommend AccessRC and only 2% would not, as they consider that

the step-by-step process should be specified more or an explanatory video should be made.

When analyzing family use and dynamics, it is evident that 90% spent the money on food, compared to 2% who indicated that they had used the money for household goods, debt payment, utility bills, health services, or others such as rent, medicine, transportation, or savings for their children's school uniforms. While the remaining 8% did not answer the question.

In relation to the above, the household members who participated in the decision-making process on the use of the resource were, first, the same people who registered with 59%; second, the wife or husband with 25% and third, the daughters or sons with 16%.

Now, the data associated with satisfaction shows that 75% of people are very satisfied with the cash delivery process; 23% of people are satisfied and only 2% are dissatisfied.

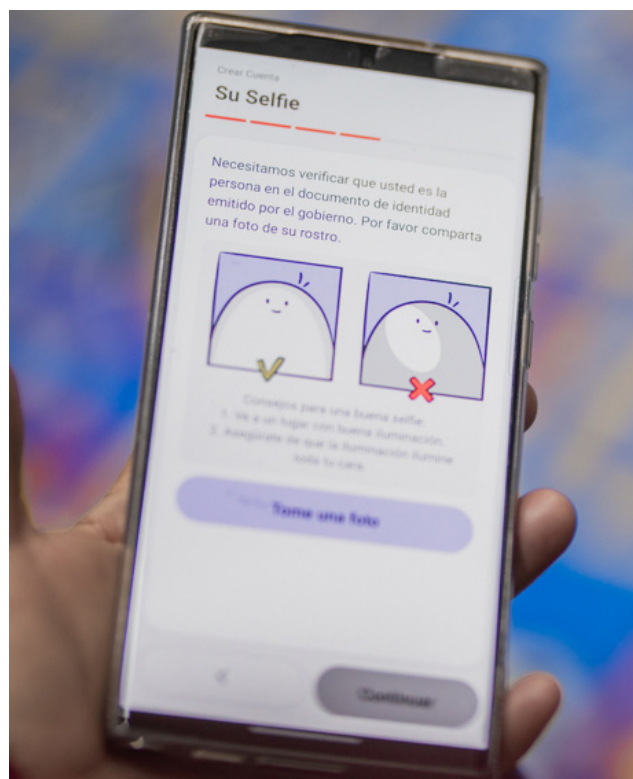
Likewise, regarding the level of satisfaction generated by the money received, 71% of people are very satisfied; 27% of people are satisfied and only 2% are dissatisfied. Finally, 93% of people rate the attention provided by CRC staff as excellent and 7% as very good.

3.3. App Evaluation



When evaluating the use of the AccessRC tool during this project, general strengths were identified such as the self-registration of the assisted population including their family nucleus, collecting the necessary personal and geolocation information to authenticate the information provided and the person's identity, as well as allowing direct communication with users about the application and news about the cash delivery project. The use of this application had several stages, since at the beginning it was necessary to train the application's artificial intelligence to the Colombian context and in these changes some difficulties were evidenced that allowed the application to be configured successfully. The following are the main errors found in the use of the application, their solutions and some improvements to be made..

During the registration process, families reported difficulties with the interface because the application did not show the step-by-step process they had to follow, causing them not to register their household members or register them after applying to the program. When creating the accounts, the Colombian flag did not appear automatically, which generated confusion when assigning the phone number because some people did not have the country code (+57) in mind. Likewise, there were difficulties in assigning the password because some people did not understand how it was assigned since the app requested uppercase, lowercase, numbers and special characters (a requirement that was not clear in some cases).



As a way to verify the identity of the people, this application requests taking pictures of identity documents, selfies of those who register and a family photograph to apply to the program. When taking the picture of the documents or the selfies, some cell phones did not take the picture correctly due to the low resolution of the cameras, making it difficult to continue with the self-registration in the app. It was also found that the application generates errors when taking photos or entering messages with some operating systems or with Android version 8 as well as with some versions of Huawei. In the first corrections, the application did not recognize some identity documents and did not automatically fill in the information of the participants, so they had to complete it manually, thus presenting difficulties regarding the information that had to be filled in each space and the distinction between the local alphabet and the Latin alphabet.

During the download process, some difficulties arose, such as the availability of the application in the Play Store. This is because migrants had their Gmail or Outlook email address associated with the location where they initially created their account, limiting downloads from the Play Store on their mobile device. Faced with this situation, people who were unable to modify the location created a new email address to be able to download the application in Colombia.

In this pilot, the profiles were reviewed manually to configure the application. Normally, only profiles that the artificial intelligence cannot verify automatically are reviewed (either because it cannot verify the type of document used, the image is not legible, or because there are indications of altered documents detected by variations in the lighting or coloration of the image, to give some examples). If there is incomplete information or an image is not correct (blurred, cut), a message is sent simultaneously from the application for users to correct these errors, which is a very useful and quick action for verifying the information.

After the profiles were accepted, they were approved for payments and the disbursement was made through the RedRose platform. This is because it connects directly with the financial services provider and if any changes need to be made, they can be done quickly and with a record of the change being made. For example, if a person is unable to receive humanitarian assistance due to force majeure, and after a review, supervision and approval process, the change can be made easily and immediately so that another member of their family can receive it.

For the withdrawal process, the application allows for the sending of notifications with the instructions and codes to make the withdrawal. With this process, the sending of text messages



App registration.

Source: Colombian Red Cross, 2023.

with the instructions and the code was also enabled, which allowed people who did not have internet or did not know how to use the application very well to access the information, this being a very good option as a support message. This application allows to send massive notifications and messages saving time, as is the case of the post-distribution survey, which allows to save time and resources to be able to carry out the survey as it is normally done. However, people who have difficulties using the tool expressed inconvenience in answering the survey as well as those who had operating systems incompatible with the application since they did not see the option to complete it.

It is important to note that without an optimal internet connection, the application cannot be downloaded, errors may occur when entering information, taking photographs and in general continuing with the self-registration process. In this process of adapting the application, different inconveniences were found as the tool was used, however the joint work from CRC with the

IFRC allowed to solve all these difficulties, being verified with the last group that was included in the project in which the artificial intelligence was activated that carried out the process of reviewing profiles automatically without inconveniences.

3.4. Monitoring and Follow-up

The monitoring and follow-up of the participants was carried out in the different phases of the project through the application, in person and through WhatsApp. The follow-up began with the registration activity in the mobile application for those who did not register within the stipulated deadlines by means of WhatsApp messages. In the review of profiles, those who were rejected were sent messages both to the application and by text (SMS) and were followed up by WhatsApp in case they had any difficulty. In cases where WhatsApp was not effective in making the necessary corrections, they were summoned in person to finalize the process, most



of these cases correspond to families whose phone operating system was not compatible with AccessRC, did not have a phone or had difficulty using smartphones.

Regarding the TMM withdrawal phase, the notifications, messages in the application with instructions for withdrawal, the monitoring through the RedRose platform and the support with the creation of WhatsApp groups in accordance with the dispersion groups allowed to make a permanent follow-up of the withdrawals of money of the assisted people, of those who had not yet done so, as well as to provide timely information according to the difficulties presented.

The participants who did not register within the given deadlines were also followed up by phone calls, calls and WhatsApp messages, which allowed us to consult the reasons, which varied between changes of address, lack of documents or lack of interest in the project. In some cases, they were informed that they could not continue in the project through WhatsApp messages because there was no effective communication by phone call.

In the registration process, when an error occurred, the application allowed to send messages requesting the necessary changes, as well as when the application to the program was approved or when the money transfer was sent, at the same time as in the post-distribution survey. The mobile application has useful communication tools with the communities, being very beneficial to be able to monitor and follow up the users.

3.5. Community Participation Strategies, Accountability and Protection, Gender and Inclusion Approach

Community participation and accountability to the community are important to CRC in all phases of its activities. In this project, the Community Engagement and Accountability (CEA) strategy and its integrated components were implemented to ensure active community participation. These components included a project hotline that was set up for the community to communicate and manage their compliments, requests, complaints, and claims (FPQRS), and the "Cruz Roja Te Escucha!" (Red Cross Listens to You!) attention channel on the CRC website: <https://www.cruzrojacolombiana.org/>. These channels were made available to the community for both questions about the project phases and guidance on Red Cross activities.

Community participation began with the project socialization, which was the first activity carried out. Operational communication allowed the dissemination of the principles of the Red Cross movement, general information, the schedule, selection criteria, and communication channels. The second community participation activity was the training on the AccessRC tool, which guided the communities in their registration and application to the program.

The FPQRS received through our communication channels were solved according to the project's requirements and times. A case was identified through the "Cruz Roja Te Escucha" channel requesting entry to the program and the process was explained, including the selection criteria, the schedule and the phases of the project. It was indicated that the project was already in its closing phase and there were

no more places to assign, so it could not be included.

Another initiative used to gather feedback from communities on the different activities of the project and their experience with TMMs was the post-distribution survey conducted through the AccessRC application. This survey was used to learn about the communities' perception of the entire implementation process. A focus group activity was also conducted with guiding questions that allowed participants to give their opinion on the project, what to strengthen and what to improve. Finally, a lessons learned workshop was held with both project staff and beneficiaries to share the results and the experience gained.

At the end of the project, in January 2024, a message was sent through the application, text message (SMS) and WhatsApp messages to notify participants that the project had ended and to thank them for their participation and feedback.

In this way, the set of activities described allowed the community to have clear and concise information about the project, its scope and times, thus preventing complaints or claims that could arise and contributing to its successful development.

Within the Protection, Gender and Inclusion (PGI) approach, there was installed capacity in terms of previous knowledge that some collaborators and volunteers had both from the project and from CIAD. The project experience is situated within the Dignity, Access, Participation and Security (DAPS) framework of the PGI approach, since AccessRC and the platform allow people to be part of the entire process; it gives them autonomy for registration, allowing them to choose the most appropriate times to do so

from a safe space and with their family. Likewise, the application is adapted to be easy to understand and for them to be able to add information quickly. It is important to note that participation processes were always present, as mentioned above. In terms of security, management and follow-up were carried out to ensure that the withdrawal points were safe and that all processes were carried out within the framework of the Colombian Red Cross's Personal and Sensitive Data Protection and Treatment Policy. An agreement for data exchange was also signed between the CRC and the IFRC.

Finally, in the case of requests for access to rights, our attention points were oriented to provide more information about our services and projects, mainly in the CIAD. Information was also provided about the institutional directory that is mapped and the services provided by the different institutions. For two specific cases that required access to rights or information on protection-related issues, institutional articulation was carried out with other entities.



3.6. Institutional Impact

The experience with the AccessRC project and its mobile application not only had a significant community impact due to the humanitarian assistance delivered, but also due to the opportunity for the CRC to use this application, the entire learning process involved, and the ability to use technological resources for the delivery of cash transfers (TM) that optimized times and records.

This application positively impacted the way TM is delivered at the Colombian Red Cross, eliminating errors in the registration of participants, accessing people's documents in an organized and visible way, collecting data remotely, providing tools for the prevention of duplication and fraud, as well as for data analysis, streamlining payments and the use of a payment platform that allows changes to be reflected instantly, allowing digital communication with beneficiaries through the application and text messages (SMS), being very useful for the delivery of TM, reducing the main drawbacks that normally occur in TM deliveries, as well as reducing the time both for registration and for disbursement.

Although it is an application that requires internet access to function, more than a barrier to using the application is the way to corroborate user information by allowing access to the location of people from their last connection, taking personal and family photos that reduce impersonation, duplication and allows to corroborate the number of real members of the families. Being a tool that needs internet allows families to register from the comfort of their homes and at their own time, reducing the registration time and speeding up the process of disbursing funds.

In cases where internet access is limited, being able to have the options of the project providing satellite internet, data plans or a registration center with internet allows communities to approach both to access such service and to support them when there are difficulties in using smartphones and thus not lose the closeness and face-to-face work with the communities.

This experience and the dialogues that have taken place in the different activities and meetings regarding the use of the application show the validity and relevance not only for the delivery of TM, but also its advantages are applicable in all programs and services of the Colombian Red Cross: water and sanitation, health, protection, delivery of humanitarian assistance, temporary shelters, among others, since it allows to have organized information of the assisted population, the services they accessed, their times, identity documents and the correct data of the people that the artificial intelligence of the application completes in the forms from the requested documents.

4 Achievements

The Colombian Red Cross (CRC), with the support of the International Federation of the Red Cross and Red Crescent Societies (IFRC), managed to assist 97 families in the municipality of Soacha, located in the department of Cundinamarca, through the AccessRC Pilot Project. It managed to provide monetary assistance to people in vulnerable conditions so that participants could cover their most urgent basic needs. In this sense, the AccessRC tool not only provided greater agility and control in the registration of the characterization, but also streamlined the money transfer payments by connecting the process with the RedRose platform, achieving economic support for families in an agile and timely manner.





During the training sessions, the beneficiaries remained receptive and participative, managing to complete the self-registration, understanding the objective of disseminating the application to measure its viability in the Colombian context and thus being able to adapt it to local needs. As the project progressed and the registration was monitored, the IFRC team provided support and immediate solutions to keep the application updated and functioning properly. The local team remained in constant communication with the participants, solving concerns and providing solutions to the inconveniences presented.

During the cash withdrawal process, the ease of use of the AccessRC application and its connectivity with the RedRose platform was evident, as it allows integrating all processes, from registration, characterization and selection of participants to the delivery and monitoring of the Cash Transfer. For example: the automatic payment of funds, the simultaneous notification of participants of the money delivery and the messages with the withdrawal keys, streamlining times and processes.

For TM projects, it is important that people have the following information: the amount of money that will be transferred to them; the place where they will receive the cash; the phone numbers to call if they have any problems and the instructions for the withdrawal process. All this information is provided to the community through the notifications in the application.

It is important to highlight the ease in terms of time, speed, and practicality that the AccessRC application and its integration with RedRose allow for the activities of registration,

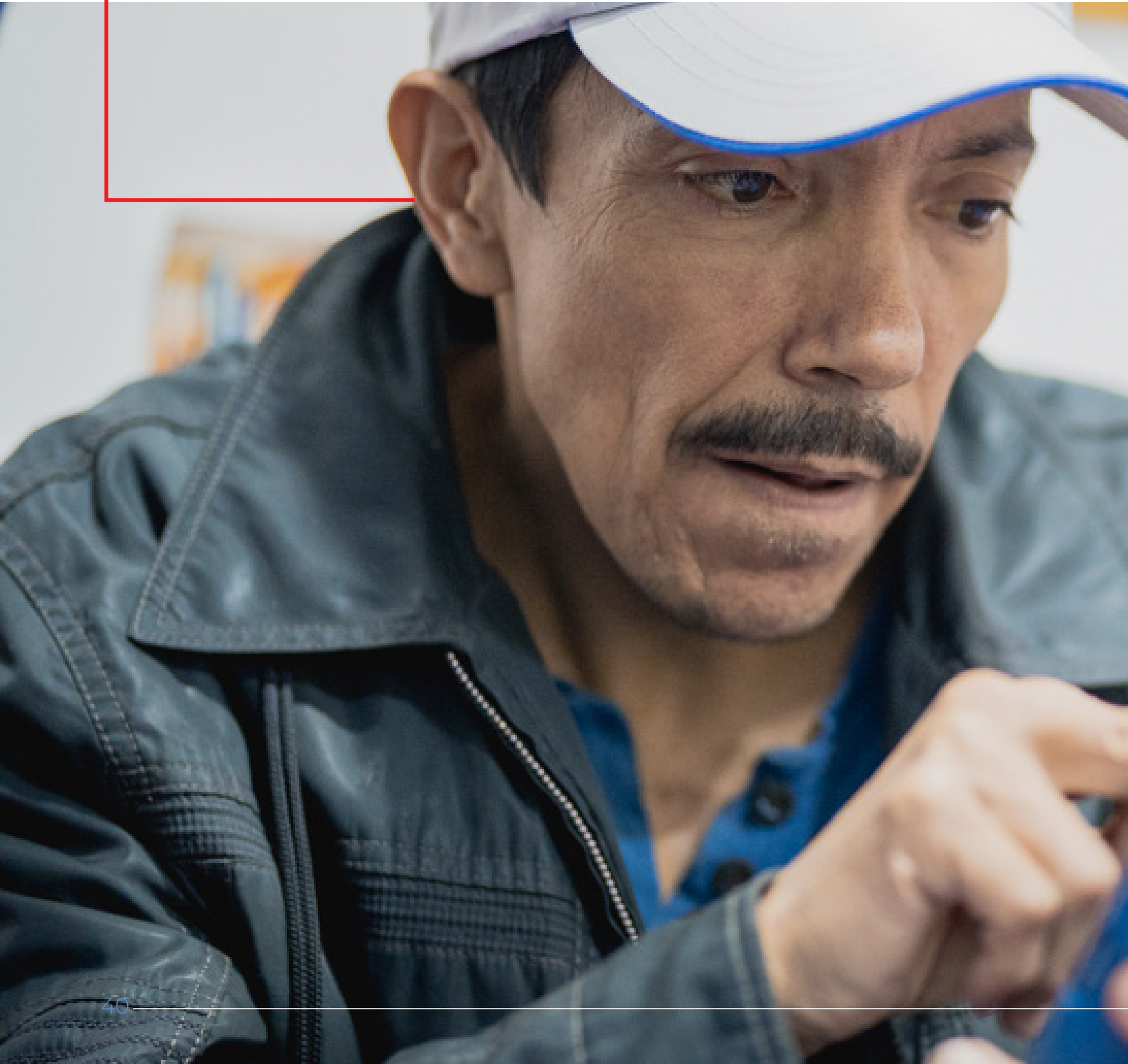
characterization, selection of participants automatically according to the established selection criteria, payments, distribution, monitoring and post-distribution, compared to the processes that are normally carried out for the delivery of Cash Transfers.

Usually, the characterization of communities is carried out on specific days and sometimes people are not at home or cannot attend the meetings convened by the CRC. With this application, each family can do it from the comfort of their homes, in their own time, thus allowing the participation of more families. When payments are made, lists with the exact information must be made manually.

On the other hand, with the app, when scanning the documents, the precise information is available, without typing errors. The average time it took for payment acceptance and withdrawal was five days, making it the fastest cash delivery project in CRC history. Post-distribution activities are easier and faster because it is not necessary to call each person to conduct the survey. With the application, you only need to send it and the beneficiaries respond to it.

Finally, the results of the post-distribution survey showed that 93% of the families assisted would recommend the AccessRC application. They were satisfied with the self-registration process, the cash delivery process, and the amount of money received. In addition, regarding the attention provided by the Colombian Red Cross staff, the families perceived it as excellent. This shows that the technical team was adequately trained and demonstrated their level of commitment to the Pilot Project.

5 Challenges





Initially, the challenges that arose during the call process were related to the reliability of the databases provided by the Municipal Mayor's Office of Soacha and the CIAD, since it was unknown if the people currently resided in the municipality. Faced with this situation, the Disaster Risk Management Team (EGRD) of the Cundinamarca and Bogotá Sectional verified the data provided through the Colombian State website "Administrator of the Resources of the General Social Security System in Health" (ADRES) as a preventive measure and with the aim of verifying that the people fully met the requirements to be part of the project.

Once the data of the potential participants was verified, it was a challenge that the migrants had all the identification documents requested by the financial services provider for this project (MoneyGram). They also needed to have a smartphone that could take pictures and have enough storage to install the tool, as well as internet access to download the application from the Play Store. However, due to various situations, some families did not have the identity documents required by the financial services provider, thus limiting their participation in the project. It is important for the Colombian Red Cross, as part of the lessons learned from this pilot, that in order to use the self-registration application in future processes, it is possible to have support with smartphones, internet or data plans and a registration center for families that do not have or have difficulty accessing these tools and thus not limit their participation.

During the profile verification and approval process, it was a challenge to review the development of the application so that it could be adapted to the Colombian context. In this review, algorithms were identified for the information entered in the different fields, the various identification documents such as identity cards, identity cards for minors, permits for foreign population and identity cards from other countries in the region, as well as the selfies for the records. Additionally, the different errors that the application threw up in each of the updates were related, which took additional time and work for the CRC and IFRC team to solve them and make the application suitable for the local context.

Now, among the main errors that were presented in the application and that were corrected during the development of the project, the following were found::



- In the first self-registrations of people, some documents were not recognized by the app. For example, the PPT (Cédula de Extranjería), so people had to manually enter their personal data. This generated typing errors in some cases.
- The registered people had one day subtracted from their date of birth..
- Some sections of the application appeared in English, which was confusing for the assisted population when completing the information.
- During the manual process of reviewing and approving profiles, some of them were repeated indefinitely.

One of the challenges still perceived in the application is the language. The nationality sections are in English, some text messages have arrived in English, and the application update notifications are in English or Ukrainian. This generates confusion and misinformation among users.

During the implementation of the project, it was evident that for people who did not make their connections or registered them incompletely, the Colombian Red Cross team together with

of members manually. This included the process of verifying how their families are formed and corroborating the family selfie. This process took longer than expected as each participant had to be reviewed manually. Additionally, in order to make the payments, the profiles were reviewed manually. 41 of the assisted people (42% of the total) successfully completed this process, while the remaining profiles were adjusted or corrected in the process after the corresponding review, supervision, and approval, allowing the payments to proceed.

Continuing, during the withdrawal of the TMM, it was a challenge not to have more service points for the distribution of payments. According to the initial information and the official website provided by MoneyGram, there were withdrawal points that were no longer in operation. Although MoneyGram has an agreement with Bancolombia, in some cases, those who did not have active products with that entity were asked to fill out a form with information that neither the participants nor the technical team of the Colombian Red Cross had knowledge of (specifically, the city and country of origin of the money). This resulted in a longer time to make the withdrawal. It is important to note that the majority of people indicated that the withdrawal at Bancolombia was easy and fast, and it was evident that, being a bank, there were no difficulties related to the supply of the point.

On the other hand, during the first withdrawals made through the agreement with the National Postal Services point 4-72, migrants reported that they were asked to bring a passport in addition to the PPT identity document. This difficulty was immediately raised to the RedRose team, who managed with MoneyGram for the National Postal Services point 4-72 to receive

the PPT as an identification document since it met the requirements of the financial services provider. Once this situation was corrected, people were able to withdraw the money normally.

Another situation that occurred at this point was that there were sometimes shortages, which meant waiting times until there was cash available. It is, therefore, possible to conclude the need to generate strategies for the sustainability, expansion, and scalability of the AccessRC application so that it can continue to be used in other projects, not only for Cash Transfers, but also in other programs and services. Likewise, it is recommended to be able to use the tool in other contexts to detect that the access strategies used in this one are applicable in all contexts in Colombia.



6 *Conclusions*

- Taking into account the achievements, lessons learned, and challenges presented during the implementation of the AccessRC Pilot project, it can be concluded that despite some limitations in Colombia due to the digital divide in access to information and telecommunications, the AccessRC tool allows for an intuitive understanding of the interface. It is useful, efficient, and effective, allowing people to apply for projects that involve not only monetary assistance but also different sectors of humanitarian assistance. The use of the digital tool guarantees remote data collection, data analysis, prevention of fraud and duplication, digital communication with assisted people, reduction of process times, multisectoral response, interoperability, empowerment, accountability, and free of charge for assisted people.
- For communities or individuals with limited access to the internet or technology, different strategies can be generated to ensure access: support from family members, remote support from the technical team, and face-to-face registration centers. All of this allows the application to have no access barriers, and this was confirmed in the experience of this pilot project.
- This tool facilitates future coverage, scalability, and sustainability of actions, since

families can self-register autonomously and prior to the occurrence of adverse events. This allows access to different CRC programs and services in a timely manner before, during, and after different threats for protection, emergency response, and recovery.

- During the implementation of the pilot project, the efficiency of the tool was evident. It was easy for families to self-register, complete the characterization survey, receive notification messages in the application and by text (SMS) notifying them of any necessary corrections, the dates on which they should withdraw the money, and the information needed to withdraw the cash. The tool also sent notifications to complete the post-distribution survey.
- The project allowed for joint work with the IFRC Global and Regional Teams, the Colombian Delegation, the different areas of the CRC and CRC Seccional Cundinamarca and Bogotá. This allowed for permanent accompaniment in the different phases of the process, a comprehensive interdisciplinary approach, and the simultaneous resolution of the difficulties presented. The project concluded with the development of the AccessRC application according to the context.
- During the lessons learned workshop, it was evident that both the implementing team and the assisted population perceived the tool as an option to carry out



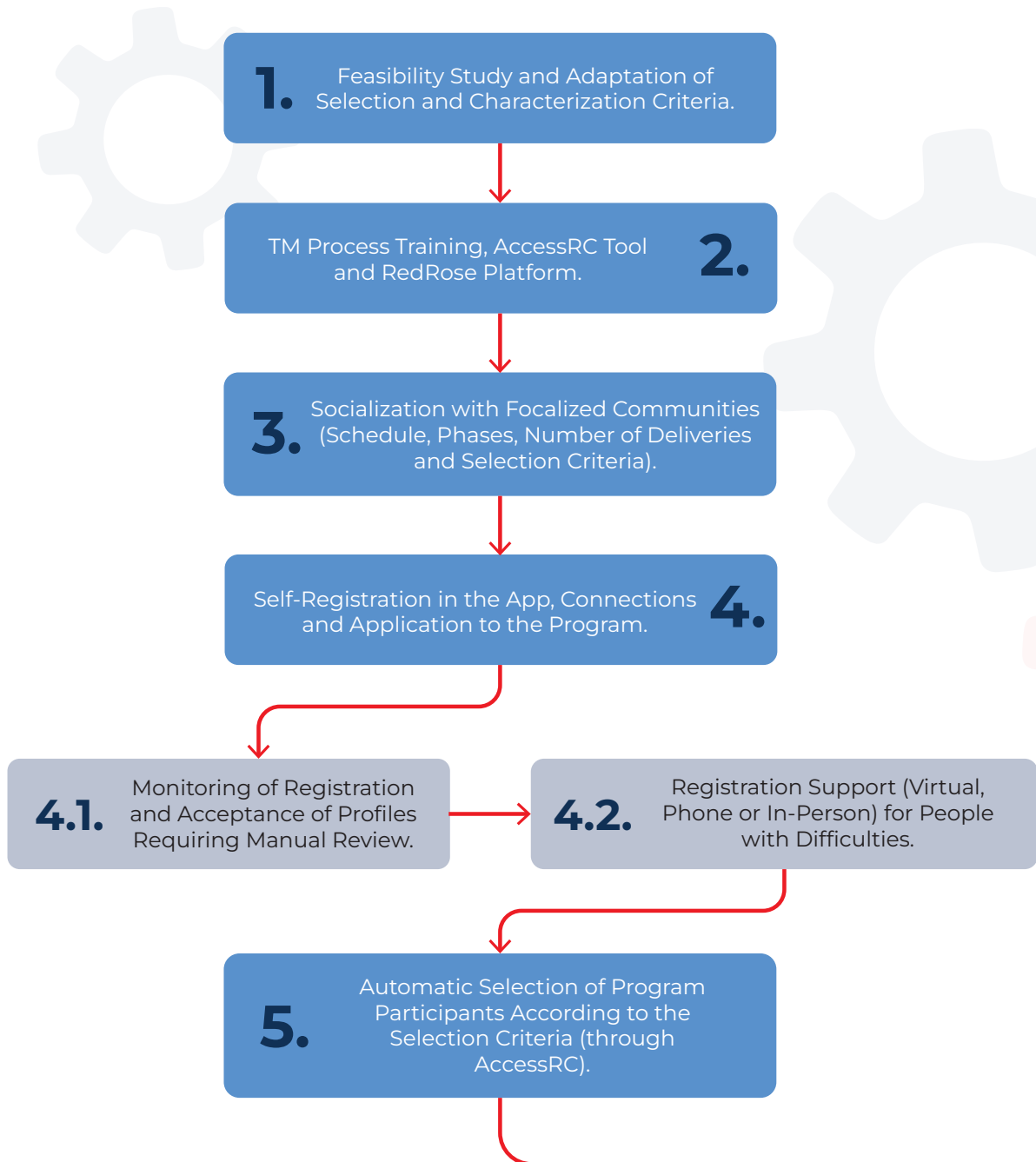
registrations remotely, autonomously, and securely. This avoided major displacements, reduced times, and prevented typing errors, since the identity document was read automatically. Likewise, among the advantages presented by the tool in the internal response work carried out by the CRC, the viability of the tool can be seen in pre-identifying people for anticipatory actions, as well as carrying out the legalization or financial accountability more easily based on the generation of reports issued by the application.

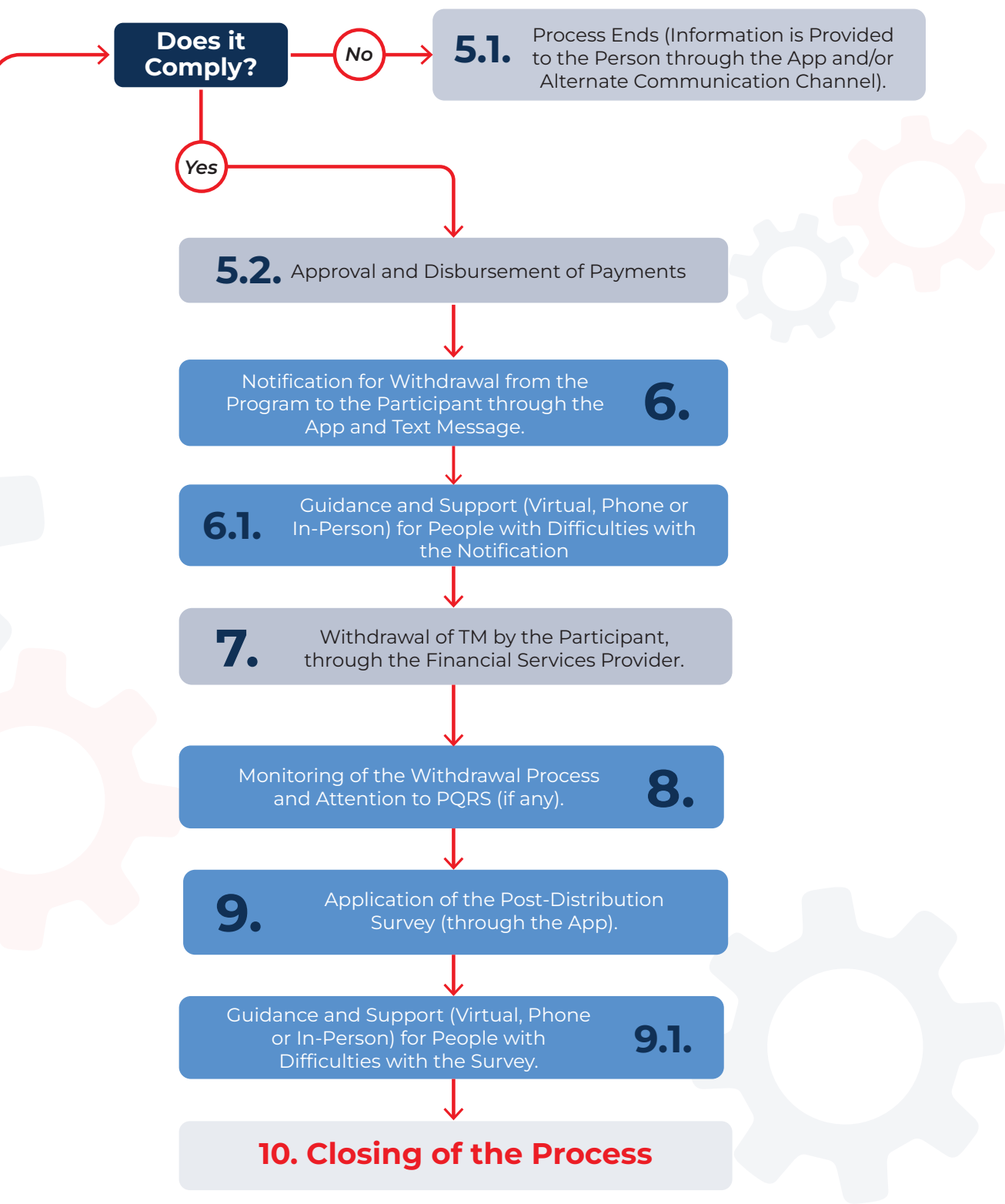
- Among the actions to improve and recommendations for future projects, it is important to have clarity about the context in which the tool will be used in order to adjust it to the particular needs of the work area. It is also important to verify the coverage of financial service providers that are accessible to Colombians and migrants. Likewise, it is necessary to have videos, audios, manuals, and support brochures for the use of the application. Additionally, it is important to consider face-to-face support points for families who have questions or problems with the tool. Finally, it is important to implement direct FPQRS forms or redirection to "Cruz Roja Te Escucha" so that families can send their congratulations, requests, complaints, claims, and suggestions about the

project, the tool, or the work team in real time.

- Likewise, it is important to identify the Sectional's capacity to implement Cash Transfer Programs, considering the resources (financial, material, and human) required for the effective implementation of the programs.
- In short, it is important to understand that there is a need to move towards digital tools. AccessRC is the beginning of the implementation of innovative digital mechanisms in the Colombian Red Cross. These mechanisms use mobile devices to minimize errors in the inclusion of people in databases and expand the horizons to facilitate both disbursements and deliveries of humanitarian assistance. This ensures that aid or contributions are delivered to the assisted persons in an appropriate, timely, transparent, and secure manner.

MONETARY TRANSFER DELIVERY PROCESS (TM) AccessRC Tool and RedRose Platform





7

Recommendations

- Taking into account the perception of the families in the post-distribution survey and the analysis by the implementing team, it is suggested to add relevant information about the Colombian Red Cross in the application. This information should motivate and inform people who apply to the program. For example, it could explain that the process is free or provide the organization's phone numbers that people can call if they require humanitarian assistance. It is also necessary to review how people have access to the internet so that those who will register can continue with the process.
- It is pertinent to consolidate two official manuals or guides that specify the use and purpose of the application. On the one hand, the user manual should include: a step-by-step guide on how to use the application; a list of common errors that may occur during registration, how to recognize them, and how to solve them. This information should be integrated into the help tab within the application. On the other hand, the manual for the technical team should include: A step-by-step guide on how to use the platform. A list of errors that may occur and how to solve them. In addition, it is suggested to create a video tutorial and a PDF with the general steps for registration in the application. This will help families to guide themselves and make the process easier.
- When necessary and relevant, taking into account the treatment and protection of data according to the context, it should be possible to take photos of both sides of identity documents. This will allow for complete information of the participants.
- Regarding the tool's interface, it is recommended to the IFRC team to automate the application in such a way that the family selfie and the number of connections are compared to allow the process to continue without any problems. It is also important that the application automatically recognizes the country prefix. Regarding the registration process, it is essential to emphasize to participants that they should keep their username and password to access the application, as it was evident that they forget them easily. Regarding the implementing team, it is essential to validate the phones and emails for password recovery in case it is required.
- The application allows you to send registration verification codes to confirm profiles using either a generic code or a unique code per participant that is sent to their registered email and/or mobile phone. Taking into account the experience of this pilot project, we recommend using the unique code per participant. This is because we found that some people registered their mobile phone numbers and/or emails incorrectly.
- It is suggested that when using the tool, other means of two-way communication be available. In this project, WhatsApp was used to facilitate communication, taking into account the participants' free time. This allowed us to send photos of guides on what to do and keep track of conversations and problems.
- In the workshop on lessons learned and sharing of experiences, participants recommended that offline mode be implemented in the application for future processes. This would allow people in areas with no internet signal or who do not have access to internet or data at home to register in the app offline. Once they are in a place with internet access, they can then upload the registration.

- In the working groups of the lessons learned workshop and in this document, it was highlighted that the Protection, Gender and Inclusion (PGI) approach was present due to the capacity of the project staff, who sometimes had knowledge of this approach. Additionally, during the process, articulation and guidance was provided for access to rights that some people required. Likewise, the whole experience is located within the DAPS framework of the PGI approach. However, it is recommended that future projects deepen the PGI approach and provide specific training to the project team and the community.
- It is recommended that for this type of pilot project, more execution time be available, considering that a new application is being used that presents different processes and sometimes the steps to be followed need to be validated with the IFRC and RedRose teams.
- In future projects of the CRC or another National Society where the AccessRC tool is used, it is suggested to conduct training on the use of the AccessRC platform in order to explore each of its functions in detail.
- Likewise, for Cash Transfer Programs, it is necessary to incorporate and evaluate the relevance of using the AccessRC tool and the RedRose platform within the feasibility

analysis. This should take into account aspects such as: Geographic location; coverage and internet access; mobile data; financial service providers and smartphones; target population; type of intervention, emergency, affectation or problem. The aim is to generate strategies according to the context and adapt the tool to the specific process, which would imply considering the necessary execution times.

- To use the RedRose platform, it is necessary to expand the agreements with financial service providers that guarantee nationwide coverage. Currently, the platform only has MoneyGram as a provider, which does not offer extensive coverage in Colombian territory. The following financial service providers could be considered: Efecty, Super Giros, Banco Agrarioo.
- To adjust the CRC's Cash Transfer Protocol in order to standardize the legalization process and socialize it with donors.



8

Testimonials

Here are some significant phrases from testimonials provided by the project participants:

“ [...] with patience I registered for the meeting, and from there I went home to register with my 3 children. Although the internet was a bit slow, it was easy to register because the app itself gave me instructions on how to do it. It took me 20 minutes.” [...] “After registering, I started receiving messages in the app about how the process was going.” [...] “I found out how the aid reached me through a message in the app and an email on November 29, 2023, which said that I had money from a Red Cross Ireland aid and where I had to claim it.”

Amalia Serpa Moreno (Program Participant).

“ When I went to withdraw the money, they asked for my ID, my biometric fingerprint, and the process was quick. It was a blessing to have received that help, because at the time I didn't have anything to eat. I am pregnant, unemployed at the moment, and I didn't have anything to feed my children.”

Danys Beatriz Cuadrado Simanca (Program Participant).

“ It improved my quality of life, because I was able to buy yogurt, cheese, a change of clothes, and medicine for my children, things that I had not been able to buy before.” [...] “With the help, I was able to move to a new house, since my daughter was getting sick from the water, with stomach diseases. It helped me a lot to live in a better place.”

PFocus Group Participants (January 10, 2024)



“La ayuda económica la utilicé para completar el pago del arriendo, pagué los servicios públicos, y lo que me quedaba para comprar mercado casi una canasta básica (alimentario y de aseo) porque tampoco teníamos para comer y asearnos con mis hijos” [...] “Mi calidad de vida mejoró porque ya no tenía la preocupación del pago del arriendo, los servicios o la comida” [...] “Si me pusieran a escoger para una ayuda humanitaria, escogería el dinero; porque tengo la facilidad de cubrir varias necesidades como el arriendo, los servicios y hasta la comida; aunque cualquier ayuda es bendecida y bien recibida”

María Luisa Aguilar (Participante del Programa).

“This application is very useful for cash transfer programs because it allows for registration, application to the program, notification of cash assistance delivery, and mass post-distribution activities, streamlining times and processes both with assisted people and within the Colombian Red Cross. However, as we used it, we realized that it can also be very useful for other types of assistance delivery or humanitarian service.”

Sonia Paz (Disaster Risk Reduction Manager).

“I prefer to register through the application than in person, because I can do it on my own time, after taking care of the children, when we are all at home. I don't have to spend money on transportation to go to the places.” [...] “Whenever we needed something or had doubts, the Red Cross people were there to help us through WhatsApp or at the office.” [...] “I don't know how to use my cell phone very well, but I told my grandson and he helped me with everything and I was able to register very easily, it was very fast.” [...] “I don't have internet at home, but when I went to my sister's house I checked the application and there I could see if I had any notifications.” [...] “I really liked the help they gave us because I was able to buy fruits, yogurt, and cheese, which are things I normally can't afford.”

Participants who attended the Lessons Learned Workshops (January 18, 2024)

“one of our fears was the access of families to smartphones, we thought that not all families had them or that they would have limited access to the internet. What we found when talking to them is that many times the head of the household's phone was not updated but the younger members of the families did have it and helped with the registration of the families, with the people who definitely did not have a phone, the Technical Team accompanied them in face-to-face sessions. The participants indicate that they buy data packages at least once a week as part of their normal routine.”

Sharon Galvis (National Project Coordinator for TM).



“When we started the project, we thought that this application would limit our contact with the communities. However, as the project developed, we realized that it is a tool that allows us to speed up the process. It does not replace our relationship with the communities. We will always need to be in contact with them to make announcements, help them with problems, and so on. We will never stop being by their side. We were surprised that 93% of people recommend the application. After all, people only recommend what they like”

Blanca Díaz (ENI TM Volunteer).



“I really liked the way the project was managed with the community. The people were very grateful and you could see that they were interested in the project. I found the application to be very practical, both for the people applying and for the technical team. I think it is interesting that this tool can be used in other projects on a larger scale.”

Sandra Benavides (Administrative Assistant for the Project).

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