



Digital tools and social media in HA and Social Services

Participatory evaluation model in humanitarian action based on open access digital tools
(OpenPEHA)

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Humanitarian emergency and participatory assessment

In the face of different emergencies of anthropogenic and natural origin, organizations seek to control their impact, reduce social gaps and inequalities, combat climate crises, establish democratic systems and guarantee the rights and freedoms of all people.

Within the framework of international and inter-agency cooperation, an effective humanitarian response requires a participatory assessment that promotes a shared vision of needs, priorities, available resources, actions to be taken and their possible consequences.

Towards a participatory evaluation model based on digital tools (OpenPEHA)

- This model proposal arises from the need to integrate participatory evaluation in humanitarian aid plans, programs and projects through the use of open access digital tools.
- The partial results of the Erasmus+ project, KA2-Cooperation for innovation and the Exchange of Good practices (InhovHumbRE Projects) have been taken into account for this proposal.
- A study was conducted on the different participatory evaluation methods and digital tools used by various institutions and entities that participated in the project in the context of emergency situations.



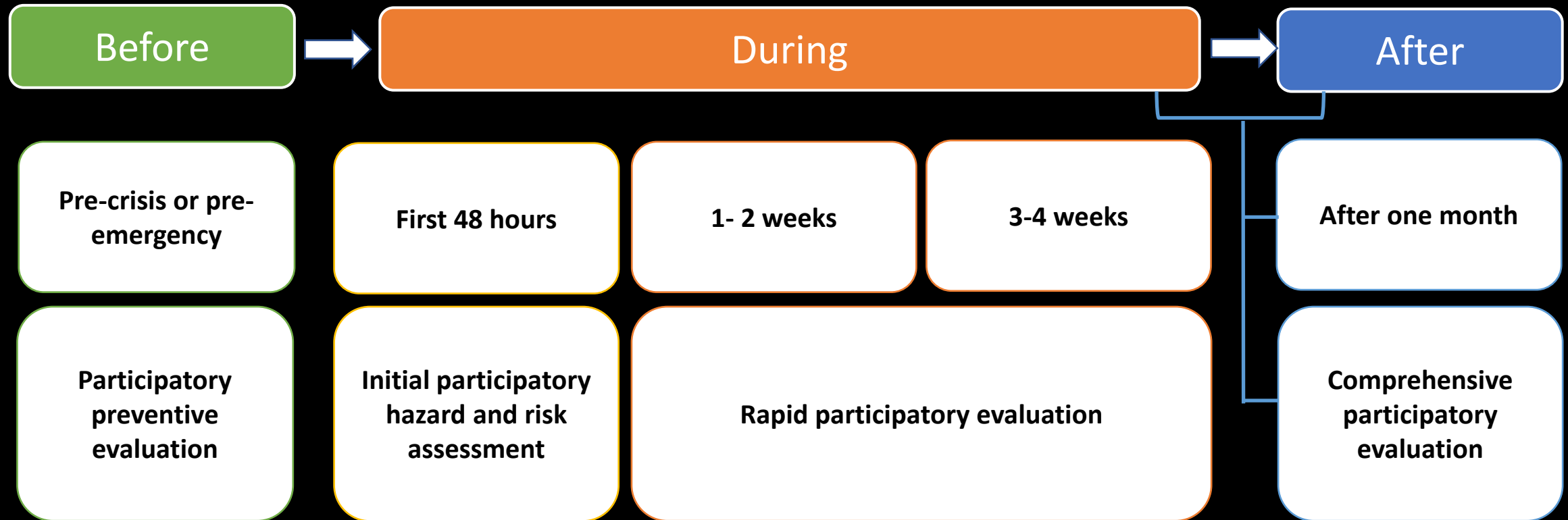
Digital tools in OpenPEHA

- The rapid technological evaluation of these digital tools and their ease of use make it possible to easily integrate these tools in the participatory evaluation processes that can occur in plans, programs and projects.
- Digital tools make it possible to shorten timeframes and analyze information immediately. Thus, for the International Committee of the Red Cross, the use of messaging applications offer highly valued opportunities for the present and future of humanitarian aid (ICRC, 2017).
- One of them is the high speed of communication that also allows rapid assessment, as well as avoiding unnecessary risks in difficult environments such as those produced during the pandemic by COVID-19, this is corroborated by the UNHCR (2020a) in the report in which the information channels in social networks or the use of *WhatsApp* (2020b) are analyzed. These tools, together with other open access tools, such as *Skype* or all web applications contemplated by the *Google Workspace* service constitute a range of functionalities that are considered in our model.
- Other tools such as SMS technology, which entail an added cost for both entities and beneficiaries, are discarded.



Moments of the intervention at OpenPEHA

- Main Examples extracted from:
 - IASC's Multi-Sectoral Initial Rapid Assessment (MIRA) model (2012b);
 - the Disaster Risk Reduction approach proposed by United Nations Office for Disaster Risk Reduction (UNDRR) (2022) based on a Humanitarian Programming Cycle (HPC)
 - Recommendations made in UNHRC's operational guidance on accountability (2020).



Vignette: Arrival of 150 unaccompanied minors in Melilla (Spain)

Before: Pre-emptive participatory assessment.

Purpose: to anticipate potential threats and problems arising from the humanitarian emergency, increase the capacity and accelerate the reaction of agencies, organizations and professionals in a timely, orderly and efficient manner.

- Assessment meetings. Skype or Google Meet is proposed for holding these meetings in which the heads of agencies and organizations, as well as professionals involved in humanitarian aid for unaccompanied minors anticipate possible risks and situations.
- Key informant interviews via Skype or Google Meet to determine possible courses of action.
- We propose the use of Scheduling tasks, assigning people in charge and organizing them in time using Google Calendar.
- Mapping and inventories of resources before minors can arrive in and between organizations. The use of Google Sheets is proposed.
- Design and elaboration of action proposals based on participatory evaluation using Google Docs for the elaboration of online collaborative documents in a synchronous and asynchronous manner.
- Data storage, sharing of documents and different types of files (images, presentations, databases, etc.) with the possibility of making updated changes. Google Drive is proposed.



Vignette: Arrival of 150 unaccompanied minors in Melilla (Spain)

During: Initial participatory hazard and risk assessment. (48 hours)



- It is an assessment of basic needs covered and types of support. *It is intended to assess the means of protection and resources available in the first hours, taking into account social considerations in basic services and security, community and family support.*
- *A mapping and inventory of dynamic and shared resources is carried out to determine available and accurate material and human resources using Google Sheets.*
- *To carry out one-way communication for emergency monitoring, sending notifications and other participatory assessment resources. Google Groups email lists are used to generate teams and create notifications and resources to everyone at once through a single address. A prior check is made to see how many youth have email.*
- *For immediate two-way communication in assisting these young people, the exchange of documentation and digital resources needed for the participatory evaluation (audio files, images, videos, etc.) the tree-based communication system WhatsApp, WhatsApp Desktop, as well as Google Chat are used.*
- *3 key informants are selected for interviews via Google Meet. These minors will be able to present their initial needs in the first 48 hours.*
- *For data storage, sharing documents and different types of files about what is happening (images, presentations, databases, etc.) with the possibility of making updated changes, Google Drive is proposed.*

Vignette: Arrival of 150 unaccompanied minors in Melilla (Spain)

During: Rapid participatory evaluation 1st Month.

- 1st Month

A first moment that includes the evaluation of what happened in the first two weeks and that is more focused on **identifying the desired and necessary changes in the means of protection and resources** in agreement with the affected people.

A second moment (weeks 3 and 4 in **which the aim is to follow up** the changes

- *Dynamize plans, programs and projects, as well as control resources and reformulate actions Tasks. We propose Google Planner and spreadsheets in which to include tasks in the care of these minors, delivery dates, establish a task tracking through a color code as progress indicators, include columns for each of the members, comments, lists of items in which the status of a task is indicated as "Not started", "In progress" or "Completed".*
- *Scheduling evaluation tasks, assigning responsibilities and organizing them over time using team calendars for meetings, training, etc., as well as reminders. The use of the Google Calendar tool is maintained.*
- *Data storage and sharing, Google Drive is maintained.*
- *For example, field diaries that can be collected in one location, contain information organized and collaboratively developed by organizational leaders, and can be accessed at any time on any device of choice using Google Sites.*
- *Immediate two-way communication is maintained through WhatsApp, WhatsApp Desktop or Telegram or Telegram Desktop groups, as well as Google Chat.*
- *Conducting weekly follow-up sample surveys, checklists and observation matrices directed to beneficiaries and professionals using Google Form to collect data on their satisfaction with the program and the evaluation of the different services, at this time, primarily quantitative to perform a quick data analysis, as well as Google Sheets to perform the calculations.*
- *Interviews with 3 key informants through Google Meet for video calls that can be recorded with prior informed consent and authorization. In these video calls it is possible to go deeper into the needs found.*

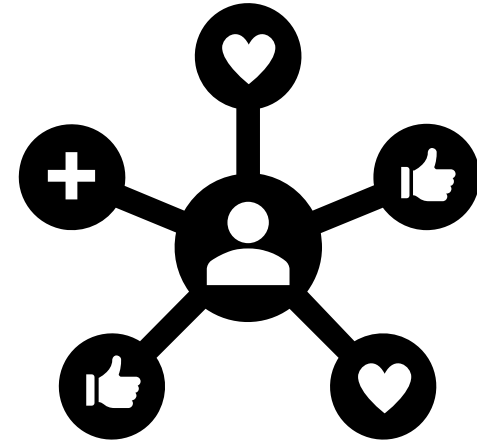


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After: Comprehensive participatory evaluation (after the 1st month)

Digital tools for participatory evaluation:

- Service satisfaction survey is sent via *Google Form*. Analysis with *Google Sheets*.
- Final project report from the participatory evaluation using *Google Docs* and *Google Presenter* to make presentations and documents using the templates option. Audiovisual resources are included, as well as the possibility of saving all drafts together and collaborating among different people in a final proposal.
- Preparation of a mapping and *final inventory of dynamic and shared resources* to determine the material and human resources used and available, as well as to take stock of their use through *Google Sheets*.
- *One-way communication* for sending information and accountability as a result of the participatory evaluation. Email and *Google Groups* are maintained.
- *Scheduling evaluation tasks*, assigning responsible and organizing them in time. The *Google Calendar* application is maintained.
- *For data storage*, sharing different types of files in the cloud *Google Drive* is maintained.
- *Interviews with key informants 3 minors and 3 professionals*. The use of *Skype* or *Google Meet* for video calls is maintained.
- *Focus group* between minors and selected professionals. The use of *Skype* or *Google Meet* is proposed.



Thank you for your
attention!

