ELAN DECEMBER/JANUARY UPDATE

elan
The Electronic Cash Transfer Learning Action Network

We've defrosted ourselves to release our winter issue. (You're welcome.) Find out why CARE landed in San Francisco, what we can learn from SCOPE's audit findings, and why some are asking for a European ID.

Addressing Systemic Issues in Cash Delivery: CARE's Cash Innovation Challenge

In early December 2017, CARE convened a Cash Innovation Challenge on behalf of the Collaborative Cash Delivery (CCD) platform. Hosted in San Francisco, the event brought together representatives from more than 20 private sector technology/finance companies, 12 NGOs, and other stakeholders (including the UN) to brainstorm and identify solutions to issues affecting cash delivery.

Participants discussed barriers and opportunities within the humanitarian cash landscape and identified priorities for future action. Functional groups were formed to follow up in key areas, including:

- **Data collection**: *How can organizations work more effectively together to avoid duplication? Can we make better use of data collected from beneficiaries?*
- **Data analysis**: *How can data be analyzed more effectively?*
- **Functional ID**: *Can organizations utilize the same ID systems for cash distribution?*
- **Standards**: *Would establishing a shared set of standards governing cash programming support better practice?*

A full report will be released by CARE in February. In the meantime, contact Liza Zhahanina (lizaveta.zhahanina@care.org) or Beth Horinek (elizabeth.horinek@care.org) for additional information.

Opening panel of the Collaborative Cash Challenge. From left to right, Alesh Brown from WorldVision, Ruco Van Der Merwe from USAID, Glen Mehn from Nesta, Paul Musser from Mastercard, and Sarah Bailey from ODI.

New These Months

Community Responds to Red Rose Hack

In late November, allegations of the Red Rose hack came out. In December, the community responded.

First, authors from the [Harvard Humanitarian Initiative on IRIN](#) say the real problem is the humanitarian community's "collective inaction" on data protection and privacy. They propose, as a starting point, an independent ombudsman to investigate alleged critical incidents.

Second, [Laura Walker McDonald at SIMLab](#) points out that future

data braches could see hefty fines. She proposes three concrete steps to take now. They include: 1) conduct a data audit; 2) get the issues front and center by briefing your Board; and 3) train and raise awareness in your team.

Data Protection Audit of the SCOPE System

At IRIN, Ben Parker highlights WFP's audit findings of how their in-house management platform measures up to their data protection policies. While WFP's SCOPE team has work to do, experts caution that issues like over collection, not using secured connections when transfering data, and extended retention represent areas of work for other agencies and systems as well.

The Challenge of Fostering Financial Inclusion of Refugees: Call for a European ID

Zsolt Darvas in Bruegel argues that a European identity document and pan-European registry could overcome the major problems asylum seekers and refugees face in integrating into the financial systems of the EU. Interviews with financial institutions in nine countries underline that only half of the EU countries have issued guidelines about the financial integration of refugees, and banks which dealt with refugees were more likely to find existing KYC guidelines restrictive.

For additional information, read the full report and watch the video from the December event. Or participate in a related event on the integration of migrants in financial markets on February 2nd.

Cash Assistance Does Not Influence Refugees' Decisions to Stay: Data from Turkey

Eighty-three percent of cash recipients do not consider their cash assistance to influence decision to remain or resettle elsewhere. This is what Ground Truth Solutions and the Mixed Migration Platform discovered when they surveyed over 600 cash recipients in Istanbul, Gazientep/Kilis, and Izimir. More than half of these received their transfer via bank or cash card, and three-quarters of them were satisfied with their transfer mechanism. Worryingly, only 50% thought cash assistance goes to "those who need it most."

Four Lessons Learned Piloting Mobile Money for Payroll

In a recent ICTWorks post, Atanu Garai highlights lessons learned in transitioning from cash to mobile money payroll with the Government of Odisha in India. (Remember the other plug for payroll in CGAP's November article?)

Eight million work days paid later, they learned that to better partner with MNOs: 1) leadership matters; 2) each MNO is different, and 3) some are less flexible; and 4) processes can be very hard to scale up.

One Year Later: Who Is Using their HelloCash Accounts?

With a specific objective to improve financial inclusion, Mercy Corps' drought-response emergency program transferred humanitarian assistance to beneficiaries' newly-opened HelloCash mobile money accounts. One year later, what's happening?

Unsurprisingly, HelloCash account usage declined after the humanitarian cash transfers ceased. But some patterns emerged: Airtime top-ups were overwhelmingly popular (83% of account holders purchased airtime) and certain "super-users" utilized a wide range of mobile wallet services. For additional information, review the full report, A Bank in My Pocket.

Making E-payments and Market Support Work in Zimbabwe

In HPN, Cristy McLennan and Mira Gratier share lessons learned from market support and cash transfer programming as part of the 2015-17 drought response. CARE and DFID were able to meet the needs of more than 85% of participating households and reduce negative coping strategies by nearly 22%.

Their top learning points: (1) focus on people's ability to get what they need, rather than on their access to cash. In a constrained liquidity environment, paying via mobile money worked even though cash was scarce; (2) market support interventions helped stabilize food prices and avoid worse outcomes; and (3) a strong partnership between CARE and DFID allowed for good joint risk management and mitigation discussions in a high pressure response.

Chaula Ganatra
Head of Strategy
CompuLynx

Ask the Expert: Chaula Ganatra – CompuLynx

Chaula Ganatra is Head of Strategy and has been a pioneer in CompuLynx's expansion in work with humanitarian organizations. She has been with the company since 2003.

1. What solutions does CompuLynx provide?
We are a 24-year-old Global Systems Integrator Company with a proven track record deploying cutting-edge business solutions in various industries (retail, banking/financial services/insurance, education, non-profit, and government). We do this through two distinct practices: "Retail" and "Identity Management and Fraud Loss Prevention (IMFLP)."

2. Why did you choose to focus on support to humanitarian programs?
We started operating in the humanitarian space in 2007 when Kenya faced post-election violence. Equity Bank was selected for the

disbursement of cash to their branch and agent network as part of the government's "Hunger Safety Net" program, and CompuLynx was hired by the bank to provide technology for the secure disbursement of funds. During this project, we develop our eVoucher solution, which was later used by WFP in Kenya, and then in DRC and Bangladesh as well.

In 2015, we realized the need to develop a solution that brought accountability and transparency to humanitarian processes. So we introduced our COMPAS platform (CompuLynx Mobile Payment and Authentication Services). COMPAS is a program and channel agnostic authentication platform that allows the performance of both financial and non-financial transactions. It supports programs for Know Your Customer (KYC), identification, disbursement, payments, mobility, time tracking and event tracking. The platform allows customers to maintain a single source of authentic data and complete control of the program.

3. Today, who are your customers?
Organizations like the Kenya Red Cross Global Fund, DCA Uganda, Thai Border Consortium, and IOM Somalia. Currently, over 5M beneficiaries are registered on our platform.

4. What lessons have you learned in deploying (and integrating) your product in humanitarian programs?
Humanitarian agencies are faced with various challenges from difficult emergency locations to logistical issues to operational issues. In the midst of all these, it has been a constant learning curve for us to provide the right innovative solution to make their work more efficient.

5. What is the biggest challenge you would like to take on next?
We'd like to deploy COMPAS for an intervention in Syria or Yemen where there are a large number of refugees and an increasing need to manage multiple interventions at the same time. This will help us extend our platform to the Middle East through various partnerships, *i.e.,* banks, Mobile Network Operators, while working towards a single goal.