

GOOD ENOUGH GUIDE:

Conducting Pre and Post Crisis Information, Communication and Accountability Assessment for Children

WHY?

Rapid needs and damage assessments are being done following any disaster of significant scale. Most of the time however, they do not cover the information needs, communication channel and medium access and availability, feedback and complaints mechanism, and preferences. If and when these kinds of information are included, perspectives of children are often left out or not purposively assessed.

Children, who are considered part of the most vulnerable population, often comprise a significant percentage of the population affected by crisis. Their need for information, communications preferences, their capacities, their perspectives and dispositions need to be respected and considered. Thus, in gaining better understanding of the information and communication landscape of children before and after a disaster, purposive consultation with children using the right tool and by asking the right questions, is critical to ensure relevance and appropriateness of any humanitarian action.

WHEN?

One of the best times to consult with children is during the pre and post crisis assessment phase. The IASC Needs Assessment Task Force suggests a framework that identifies three phases in the emergency assessment processes – these are generally applicable to all emergencies, whether large or smaller scale.

- Phase I – Preliminary scenario definition. This phase should happen within 72 hours of the onset of the emergency and does not include sector-specific questions.
- Phase II – Multi-Cluster/Sector joint assessment. This phase should take place within the first two weeks of the onset and looks into top priority sector issues.
- Phase III – Cluster/Sector-specific assessments. This phase addresses more detailed and in-depth sectors specific questions and takes place during the third and fourth week following the onset of an emergency.

Mapping or assessment of information, communication and accountability needs before a disaster had been realized as an important resource for humanitarian response planning and programming. In the experience of Haiyan Response in the Philippines, an integrated CwC and AAP field level working groups across humanitarian hubs in Eastern and Western Visayas regions established a mechanism for community consultations using the rapid information, communication and accountability assessment tool or RICAA. The tool has evolved and has been used into a pre-crisis mapping tool that has become an integral part of the working group's minimum preparedness actions for the "Big One" (Earthquake in Metro Manila).

WHAT IS THE TOOL ALL ABOUT?



Rapid Information, Communication, Accountability Assessment or RICAA tool was developed in response to the necessity for assessing information and communication needs of the affected communities. In the Philippines, it was used during post Haiyan community consultations and the small to medium scale disasters thereafter.

Through a project under the CDAC-N DEPP programme, RICAA tool had been updated, with the participation of member organizations of the field level working group and the CoP on Community Engagement. Hence, the advocacy on "Information is aid" is being widely promoted. The use of the tool emphasizes that strategy and plans need to be developed out from the pre crisis and post crisis assessment findings.

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10 STEPS TO DESIGN YOUR PRE AND POST INFORMATION, COMMUNICATION AND ACCOUNTABILITY (ICAA) TOOL?

1. Review the pre crisis and post crisis assessment tools that your organization is using.
2. Ensure that the questions correspond to the data that you need. In this case, you are looking at communications landscape, information needs and communication channel preferences.
3. Integrate questions related to information, communication and accountability needs. ICAA is not a standalone tool. It can be flexible and can be integrated to existing assessment tools like RDANA, PDANA, Basic Rapid Assessment Tools and Pre Crisis Mapping tools.
4. Design your process based on the target age group of children, time allocation and context of the community and the methodology you want to use.
5. You may want to check methodologies like focused group discussion, group interview, survey or key informants interview.
6. Remember, your participants are children. Make your process fun and creative and allocate the right amount of time where children can express themselves freely.
7. Always test your tool. See if you are asking the right questions and using the appropriate method.
8. You can use the aid of technology for designing your ICAA tools and for collecting the data from children
9. Translate the tool in local language or in the language preferred by children
10. Ensure that you get the right facilitator and documenter.

**Example:
RICAA Tool
(CoP in
Community
Engagement
TWG,
Philippines)**



Accountability Mechanisms (cont.)
 17. Have you ever given/ provided any feedback to the government and other organizations because the aid/support/help was not what you needed?
 ___ Yes (please indicate if it is from national or local government ___ UN ___ INGOs ___ CSOs ___ Private sector ___ Church/Faith-based groups ___ volunteer networks ___ other ___)
 ___ No
 18. Was your feedback given necessary action by the government?
 ___ Yes (indicate if it is from national ___ regional ___ provincial ___ municipal ___ barangay ___)
 ___ No
 19. Was your feedback given necessary action by other organizations?
 ___ Yes (please indicate if it is from UN ___ INGOs ___ CSOs ___ Private sector ___ Church/Faith-based groups ___ volunteer networks ___ other ___)
 ___ No
 20. Do you have a question(s) or comments for us? Please provide details.

*CoP members/partners should be aware that while all questions are focused on interviewing or consulting a household, these can be adjusted to focus group discussion or key informant interviews format, as needed and as the situation requires.
 This will be useful in prioritizing the most vulnerable, marginalized, less vocal and able in the community.

Information needs
 1. What is your preferred language of information?
 ___ Filipino ___ Tagalog ___ English ___ Bicol ___ Cebuano ___ Ilocano ___ Ilongo ___ Pampaguano ___ Waray ___ Other (specify) _____
 2. Do you have necessary information about aid, support or any form of help being provided?
 ___ Yes (please indicate if it is enough ___ or not enough ___)
 ___ No
 3. Did the aid, support or any form of help come from the government?
 ___ Yes (please indicate if it is national ___ regional ___ provincial ___ municipal ___ or barangay ___)
 ___ No
 4. How about aid, support and any form of help from other organizations?
 ___ Yes (UN agencies ___ INGOs ___ CSOs ___ private sector ___ business groups ___ church/faith-based groups ___ volunteer groups ___ other ___)
 ___ No
 5. Were you informed of what you should receive?
 ___ Yes (information comes from local government ___ other organizations ___ family/relatives ___ neighbors ___ other ___)
 ___ No
 6. Do you have the necessary information on how to address your current need?
 ___ Yes (please proceed to Communications channels section)
 ___ No

Communication Channels
 7. If yes, what are the main sources of your information?
 ___ Friends, neighbors, and family ___ Community leader ___ Religious leader ___ Government official ___ Military official ___ TV (national/local) ___ Newspaper (national/local) ___ AM radio ___ FM radio ___ SMS ___ Aid worker ___ Community group ___ Other ___
 8. If no, what type of information you think you need?
 ___ Food ___ Shelter ___ Water ___ Information on relatives ___ Information on assistance ___ Other ___
 9. What are the community's main sources of information before the disaster?
 ___ Friends, neighbors, and family ___ Community leader ___ Religious leader ___ Government official ___ Military official ___ TV (national/local) ___ Newspaper (national/local) ___ AM radio ___ FM radio ___ SMS ___ Aid worker ___ Community group ___ Other ___

Community of Practice (COP) on Community Engagement
Rapid Information, Communication, and Accountability Assessment (RICAA)
 I am _____ (required) from _____ (required), a member of the CoP on Community Engagement under the Philippines Humanitarian Country Team (please explain briefly about the CoP).
 We are conducting a RICAA survey and consultation to better understand and validate information needs, preferred communication channels and available accountability mechanisms in your community days after the disaster/emergency.
 These are information, communications and accountability questions that are designed to be integrated into rapid needs assessments conducted by the Community of Practice (CoP) on Community Engagement members and partners as part of their 72-hour assessment in an affected area.
 We are working on this with _____ (required, please state if it is from local government, humanitarian, development, church-based and volunteer agencies, etc.) so we can facilitate getting the right information to the right people at the right time through the right channel.

General Information
 Name: _____
 Age: _____ Sex: M / F
 Marital status: Single / Married / Separated / Divorced / Widowed
 Address: _____
 Religious affiliation: Roman Catholic / Islam / Christian / Other
 Type of work: Skilled worker / Office related work / Business related work / Other _____
Respondents' category²
 ___ Children (under 18 years old) ___ Youth (18 - 25 years old)
 ___ Women (pregnant ___ lactating ___ single parent ___ other ___)
 ___ Elderly (living with family ___ with close relatives ___ other ___)
 ___ Persons with disability (physical ___ sensory ___ mentally/intellectual ___)
 ___ Internally displaced population (camp ___ outside camp ___ transitory site evacuation center ___ with host family/community ___ rented/subsidized center ___ other ___)
 ___ Geographically isolated and displaced area (GIDA) population (coastal/island ___ mountainous area ___ MILF/MNLF/NPA controlled area ___ other ___)
 ___ Indigenous people (please specify) _____
 ___ Sexual orientation (lesbian ___ gay ___ bisexual ___ transgender ___ intersex ___ other ___)
 ___ Membership in community (community-based organizations ___ clubs ___ committees ___ other _____)

Communication Channels (cont.)
 10. What communication channels do you prefer to communicate with your loved ones, friends, government and other organizations from neighboring province, barangay, Metro Manila or other country?
 ___ SMS text and calls
 ___ Internet social media (if not all communication/power lines are down)
 ___ AM/FM radio (national and local)
 ___ TV (national and local)
 ___ Other _____

Accountability Mechanisms
 11. Do you have any questions about the aid you received?
 ___ Yes (please specify: person to contact about the aid ___ next schedule of the aid, if there are any ___ where to go for me to provide feedback about the aid I received ___ other ___)
 ___ No (please proceed to questions 12 and 13)
 12. If no, then what do you think are the reasons you are not given any form of aid assistance?
 ___ No information about the aid provided
 ___ Not on the identified beneficiary list
 ___ Was out of the camp/evacuation center when the aid was distributed
 ___ Other (please specify) _____
 13. Did you inform camp manager, local government, neighbors, relatives and other agencies about your situation?
 ___ Yes (please proceed to questions 17-19)
 ___ No (please proceed to question 16)
 14. Are you satisfied with the assistance delivered?
 ___ Yes (please specify, the type of assistance received ___ if feedback were established or considered ___ other ___)
 ___ No
 15. Were you consulted on what you needed?
 ___ Yes (in what way: face to face consultation/dialogue ___ house visit ___ general assembly ___ other ___)
 ___ No
 16. Do you have suggestions on how to improve the assistance?
 ___ Yes (please specify: mode of delivery ___ speed, quality and volume of aid ___ feedback mechanism and closing the communication loop platform ___ other ___)
 ___ No