

# INFORMATION MANAGEMENT SUPPORT TO HUMANITARIAN CLUSTERS IN ETHIOPIA 2019 - 2020

Better Data | Better Decisions | **Better Outcomes**



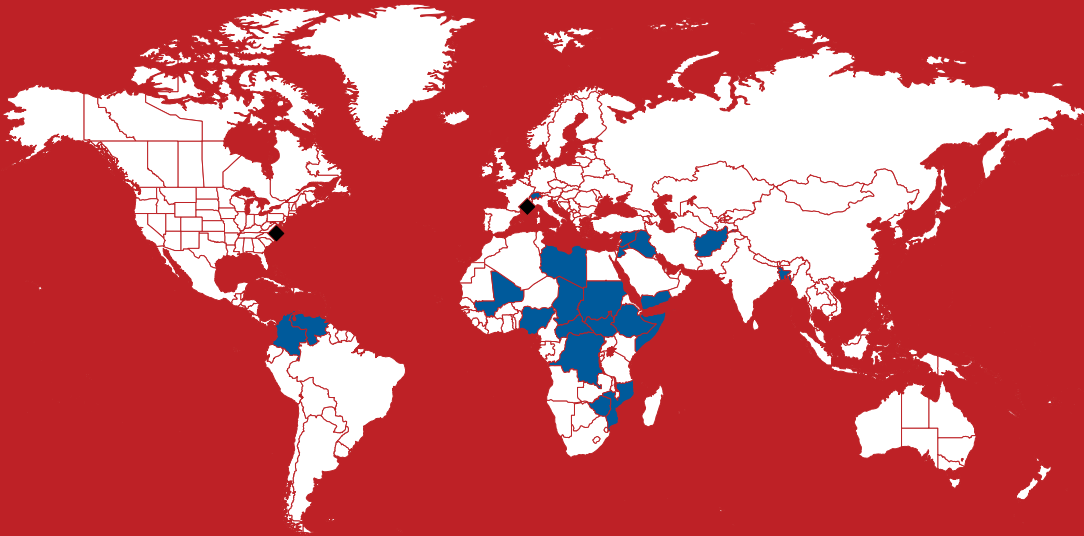
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# ABOUT iMMAP

**iMMAP** is an international not-for-profit organization that provides information management services to humanitarian and development organizations, enabling partners to make informed decisions that ultimately provide high-quality targeted assistance to the world’s most vulnerable populations.

Our mission is to harness the power of information to facilitate evidence-based decisions to improve people’s lives. By turning data into information, we create knowledge for decision-makers operating in development contexts, situations of violence, post-disaster, and conflict recovery.



◆ Headquarters    ■ 2019 Global Presence





WASH (Photo: Jake Lyell)



## HUMANITARIAN SITUATION IN ETHIOPIA

The humanitarian crisis has drastically worsened in Ethiopia. According to the Humanitarian Response Plan (HRP) 2020, the number of individuals in need of humanitarian assistance has more than doubled from 8.4 million in 2019 to 19.2 million as of August 2020. Of these, 9.4 million people have needs resulting from the COVID-19 pandemic, whereas 9.8 million individuals have needs not related to COVID-19.

The continuing food insecurity, displacement, disease outbreaks, below normal rains and floods are the major drivers of the

humanitarian needs in Ethiopia, which has been exacerbated by the ongoing global COVID-19 pandemic. According to the revised Humanitarian Response Plan (HRP) for 2020, the main needs of the population consist of food assistance and water, sanitation and hygiene (WASH) support, with 11.8 million individuals in need of food aid and 15 million individuals in need of WASH services.

The major driver of food insecurity since early 2019 has been the locust infestation that ruined crops in large areas

across the country, directly impacting one million individuals. This situation, coupled with heavy spring rains, has directly impacted over a quarter of a million people while threatening the livelihoods and well-being of two million individuals. Since March 2020, border closures, job losses and the economic impacts of the pandemic have further impacted the levels of food insecurity across the country.

Furthermore, the number of individuals in need of WASH assistance across Ethiopia has more than doubled since the

Number of people in need of humanitarian assistance

**8.4 million**  
in 2019

**19.2 million**  
in August 2020

**Over 1.8 million individuals in Ethiopia are internally displaced**

Humanitarian Response Plan 2020

beginning of 2020. The already existing needs due to cholera, measles and yellow fever have been exacerbated, with vulnerable communities in need of WASH facilities as well as individual and household WASH supplies. The WASH response continues to be instrumental in improving the sanitation and hygiene conditions among the vulnerable communities, mitigating health

risks and tackling the COVID-19 pandemic across the country. Another major concern in the humanitarian situation across the country is the growing number of IDPs related to the ongoing conflict. Currently, over 1.8 million individuals are internally displaced. The ongoing COVID-19 pandemic has also seen 1.4 million returnees in need of assistance since mid-March 2020.

The humanitarian crisis in Ethiopia is a major concern for the global humanitarian situation. The existing needs across the country have surpassed 1 billion USD for the first time in history with only 34% of the funds secured to cover the non-COVID-19 humanitarian needs, and 14.8% for the COVID-19 response according to the OCHA Financial Tracking Service.

Huge swarm of locust in Omo valley, Ethiopia (Photo: Matyas Rehak)





# iMMAP IN ETHIOPIA

Since 2017, iMMAP has been providing information management (IM) services to five humanitarian clusters responding to the crisis in Ethiopia with the support of the United States Agency for International Development (USAID).

The iMMAP Ethiopia program aims to provide effective information management services to all cluster partners in order to facilitate inter-cluster coordination and enhance the capacity of humanitarian actors to respond to the crisis in Ethiopia.

iMMAP has been supporting the humanitarian community in Ethiopia through information management, mapping, and analysis services in the planning and implementation phases of the emergency response. The main goal of the project is to support response activities by strengthening the IM capacity of cluster members, improving reporting mechanisms used to identify the needs of vulnerable populations and provide better data to the intersectoral coordination mechanism led by

the United Nations Office for the Coordination of Humanitarian Affairs (OCHA).

iMMAP's support during the previous years has resulted in substantial improvements in the quality of information generated by the clusters supported, enhancing coordination and decision making both at the national level and in the field coordination efforts.

## Number of Partners Supported by Cluster



Information Management Training

*iMMAP's support during the previous years improved the quality of the information generated by the clusters*



# MAIN ACTIVITIES AND ACCOMPLISHMENTS

## Innovative approaches to improving information management processes

iMMAP aims to take information management services to the next level of automatization and coordination by developing and implementing innovative approaches that facilitate information management processes and improve the services rendered to partners. These procedures simplify the collection, consolidation and visualization of operational data, facilitating inter-sectoral coordination and improving the overall humanitarian response.

Examples include:



Successful implementation of **ReportHub** for Shelter/NFI Cluster



Development and implementation of the Health Cluster Information Management System (HCIMS)

## 5Ws reporting tools

All cluster IMO's have developed cluster-specific 5Ws tools (Who is doing What, Where, When and for Whom) to effectively monitor the humanitarian response. These systems are designed in a simplified and user-friendly way to collect response data. The information gathered from partners through these tools is crucial to facilitate coordination to minimize gaps and the duplication of efforts and resources.

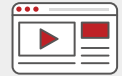
## ReportHub in Shelter/NFI Cluster



**1,889,588** beneficiaries reported



**20** Organizations actively using ReportHub



**104** Active projects

## Breakdown of beneficiaries reported on ReportHub by the Shelter/NFI Cluster

2019 2020



**Child**



**Adult**



**Elderly**



## Health Cluster Information Management System

iMMAP's Health Cluster information management officers (IMOs) have developed a robust online Health Cluster Information System (HCIMS) that harmonizes all partner reporting requirements to the cluster. This system replaces the traditional Excel-based 5Ws and adds another level of automation to the information management process. Moreover, our IMOs have trained cluster partners on the utilization of the system and it has been adopted as a cluster tool.

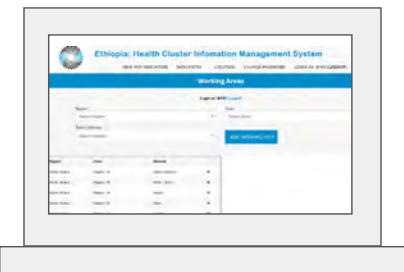
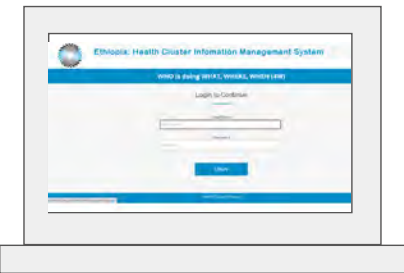


Photo: Jake Lyell



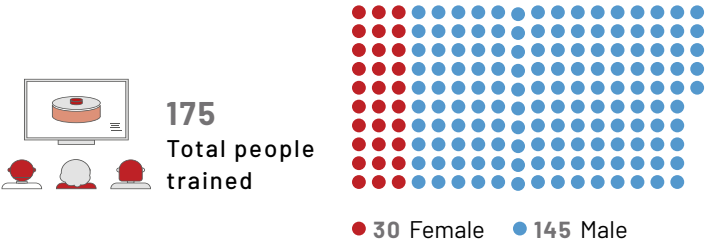


# CAPACITY BUILDING

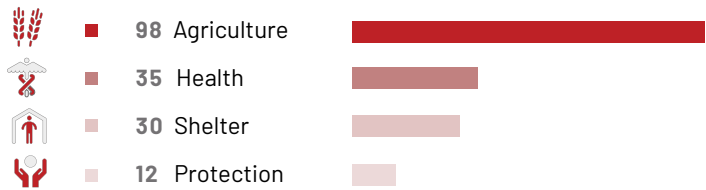
iMMAP has been working to strengthen the information management capacity of humanitarian partners through developing and implementing training programs, delivered by our information management officers (IMOs) deployed to the clusters. All iMMAP IMOs supporting the humanitarian clusters have conducted extensive training

to their partners on a regular basis, enabling humanitarian organizations to effectively use reporting tools to enhance inter-cluster coordination and reduce data discrepancies. As a result, partners acquire the necessary skills to increase accuracy in identifying needs, planning response activities, and monitoring relief interventions.

## People trained



## Organizations trained by cluster



Mobile Monitoring Platform for Public Health Surveillance



# iMMAP SUPPORT TO THE COVID-19 RESPONSE

An outbreak of respiratory disease caused by a new coronavirus started in China in December 2019 and has now been detected in most countries. The virus is named Severe Acute Respiratory Syndrome Coronavirus(SARS-CoV-2) and the disease associated with it is named COVID-19. The epidemic was declared a Public Health Emergency of International Concern on 30 January 2020 and characterized by the WHO Director General as a pandemic on 11 March 2020.

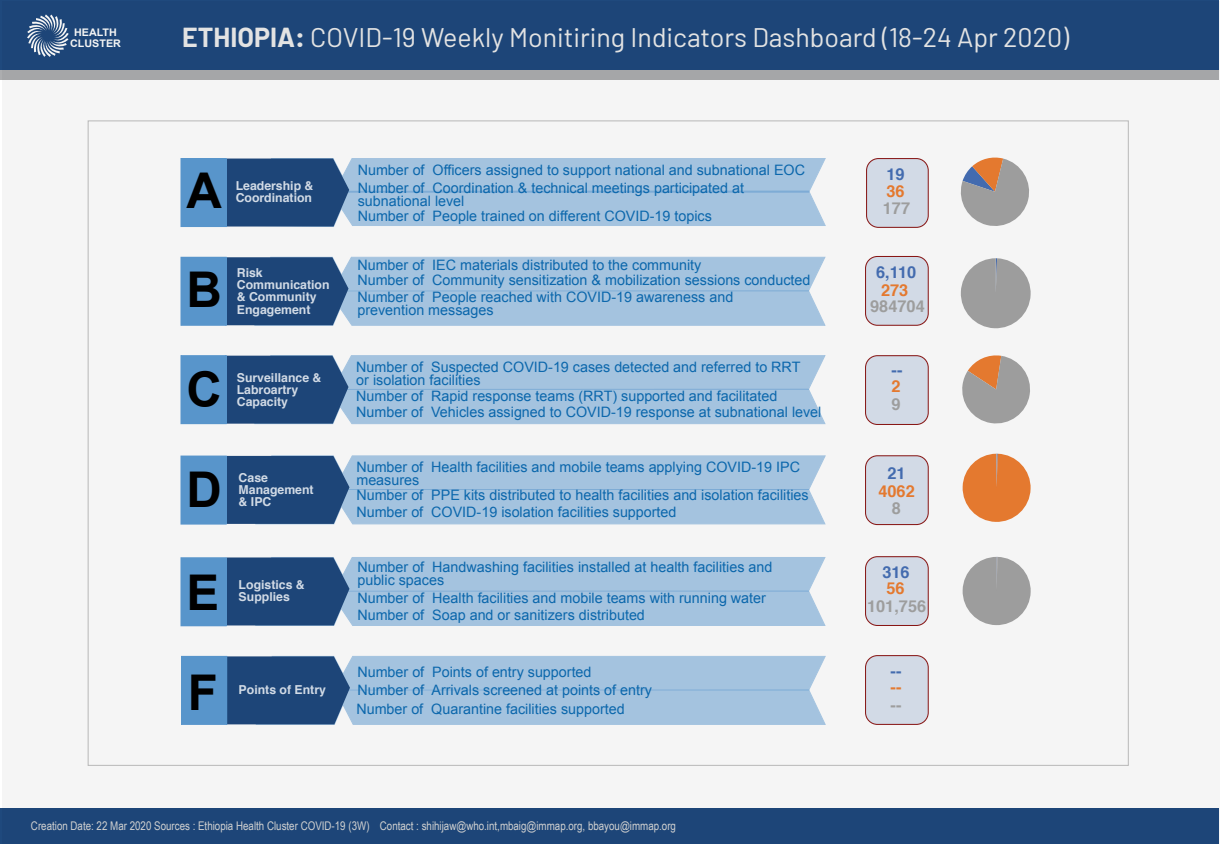
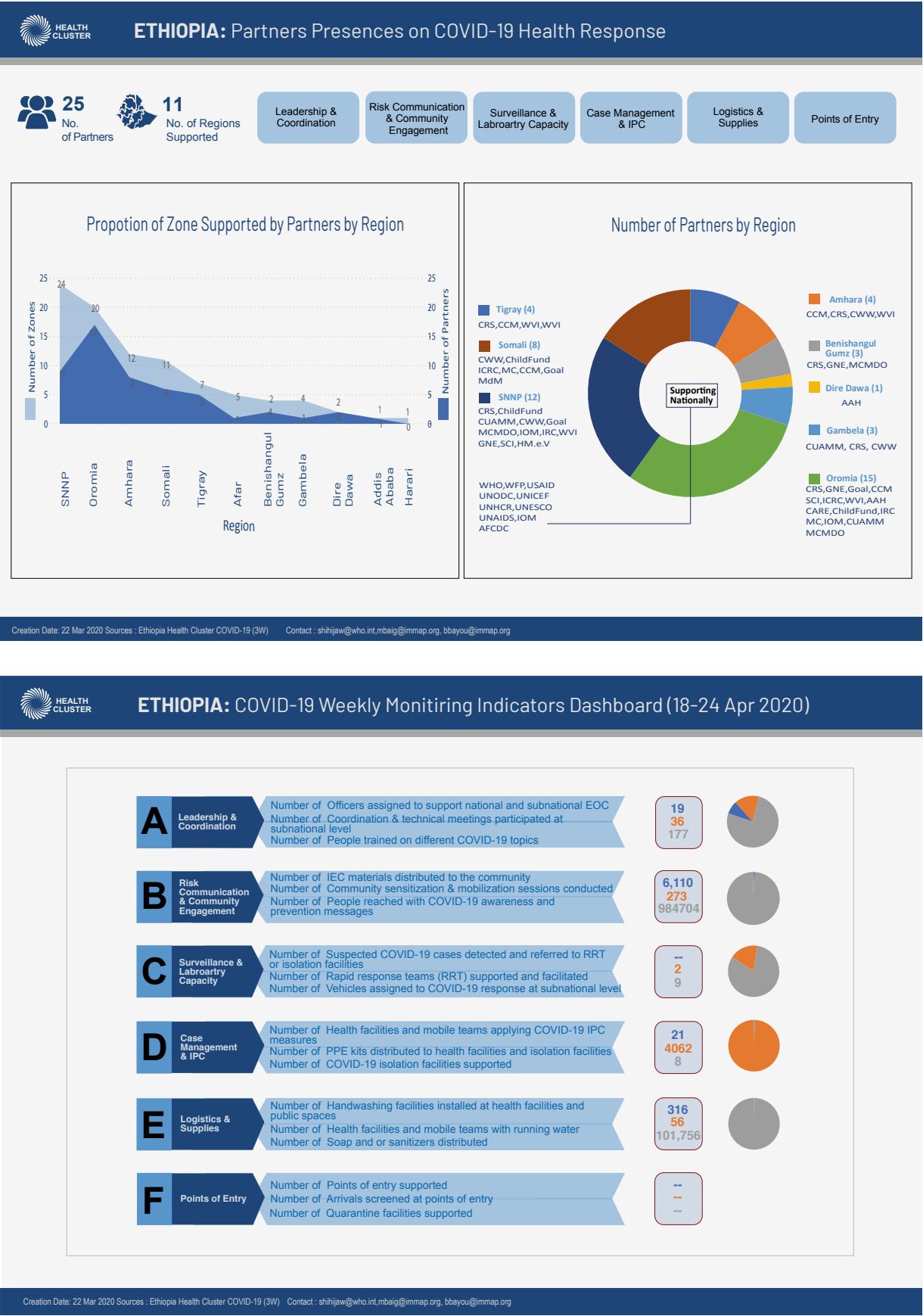
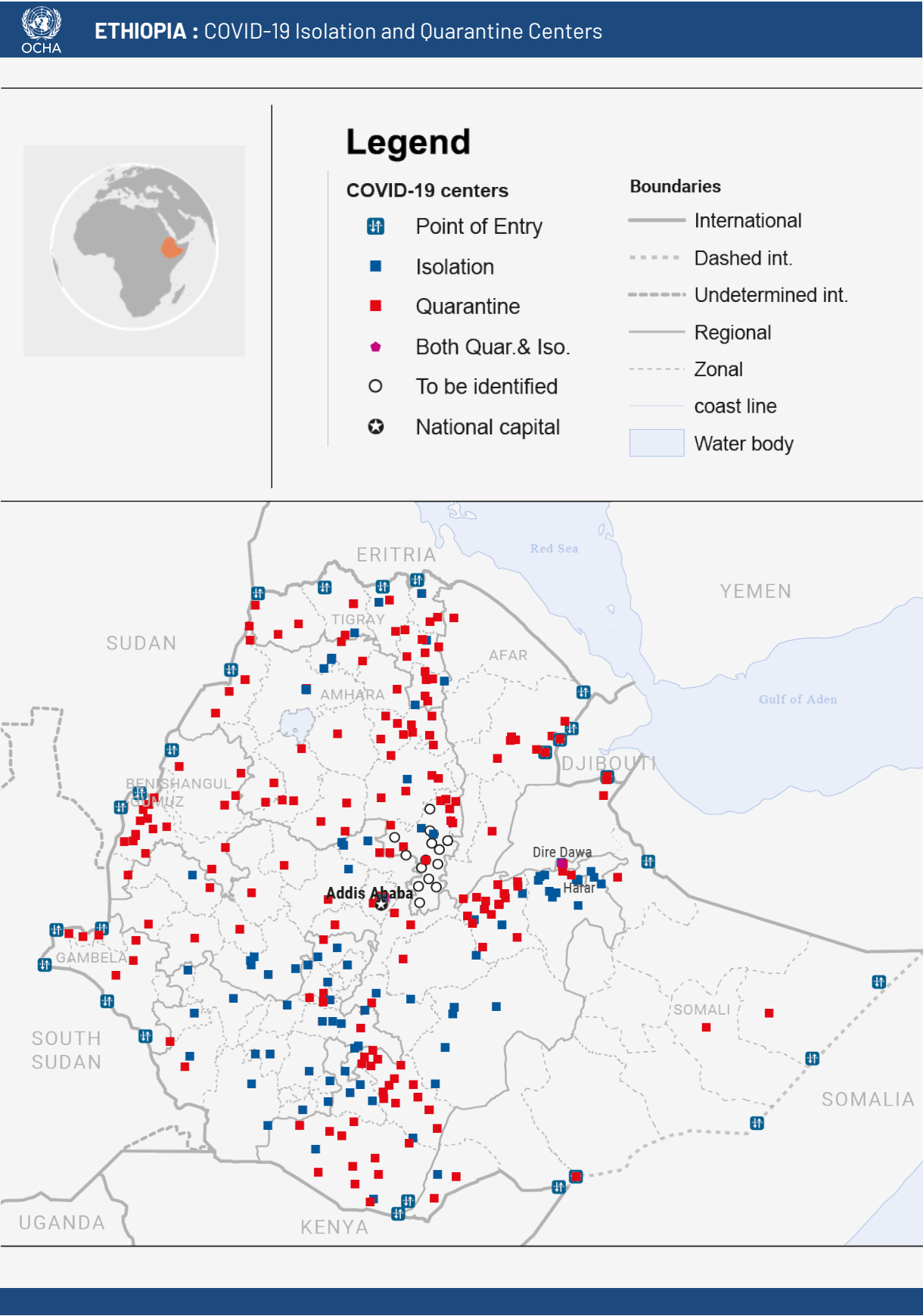
To counter COVID-19, the Government of Ethiopia has established new coordination structures, including the federal Emergency Operations Centre (EOC) and Emergency Coordination Centre (ECC) that are being replicated, to various degrees and forms, at sub-national levels.

To support the COVID-19 response in Ethiopia, iMMAP, through its IMO seconded to OCHA, provides assistance to the ECC, activated by the National Disaster Risk Management Commission (NDRMC), by developing daily and weekly briefings to ECC partners and donors. The IMO consolidates, presents and analyzes relevant data, and drafts bi-weekly situation reports to facilitate the coordination of the COVID-19 response activities. Moreover, iMMAP supported

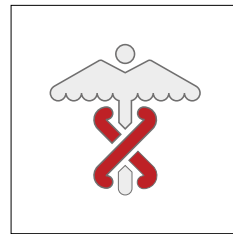
OCHA and the clusters through the revision of the Humanitarian Response Plan 2020 to incorporate the COVID-19 response.

Since the beginning of COVID-19 pandemic in Ethiopia, iMMAP has been providing support to the Health Cluster COVID-19 response by developing a 3W tool (who is doing what, and where) that captures the response activities of 30 partners operating in different locations across the country. These services allow cluster partners to identify gaps and optimize the distribution of protective materials. Moreover, iMMAP aims to facilitate coordination through the development and implementation of an online response monitoring tool that regularly captures the activities implemented by Health Cluster partners, which are analyzed and presented through a weekly COVID-19 bulletin. Additionally, iMMAP produces a weekly COVID-19 dashboard that reports on 18 monitoring indicators developed in collaboration with the Ethiopian Public Health Institute (EPHI). This dashboard is used to monitor and understand the COVID-19 situation in Ethiopia in order to tailor the response by targeting the most vulnerable individuals.









## HEALTH

## Enhancing data collection, consolidation, cleaning and analysis through the Health Cluster Information Management System (HCIMS)

The Ethiopia Health Cluster operates as a coordination mechanism for humanitarian health organizations across the country. It aims to support the prevention and reduction of crisis-related morbidity and mortality by filling the gaps of health-related needs through effective coordination, targeted information management for timely decisions, and efficient mobilization of resources. Health Cluster partners work to enhance the accountability, predictability and effectiveness of quality humanitarian health interventions in Ethiopia. The availability of reliable information is critical for the Health Cluster coordination efforts both at national and sub-national levels.

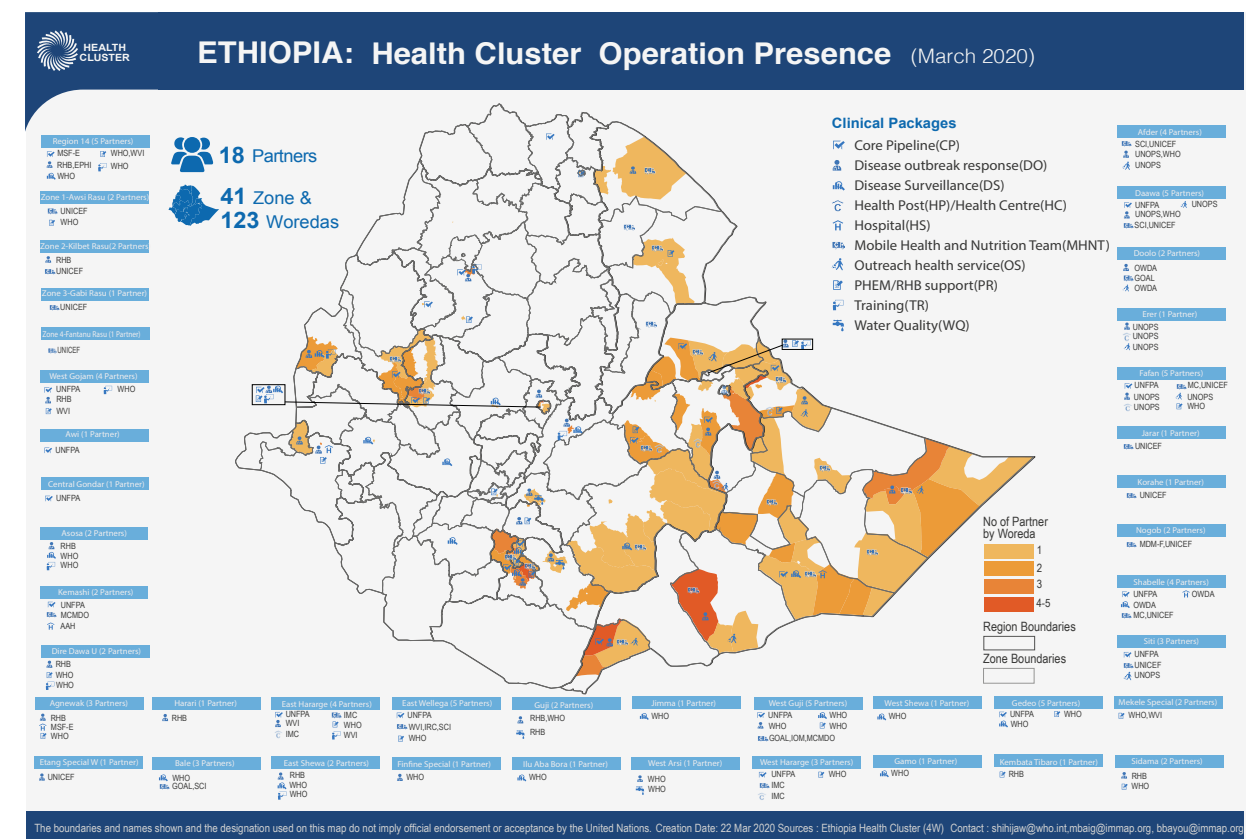
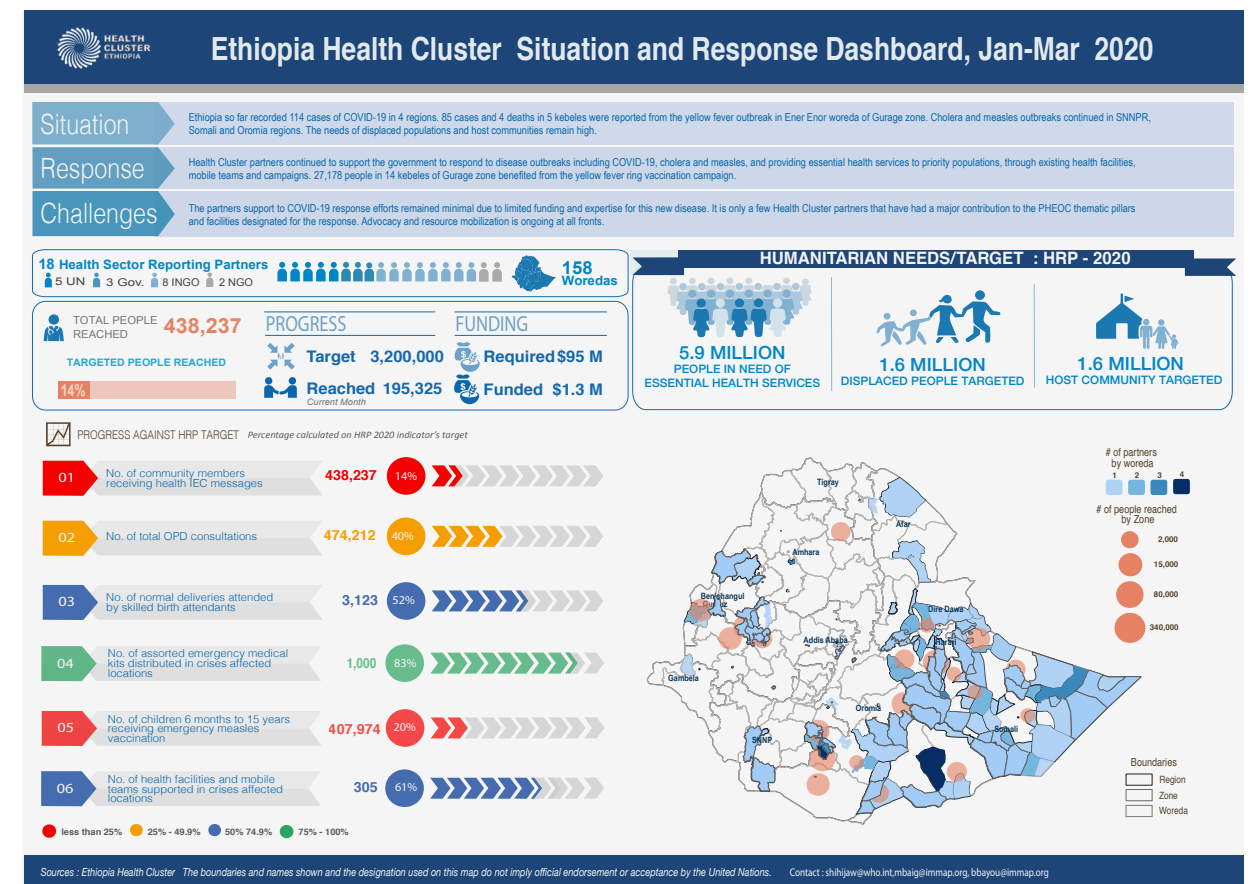
IMMAP, through its expert  
IMO's, supports the Health  
Cluster by regularly collecting  
response information for cluster

partners. This information is then consolidated and analyzed to create information management products that support coordination and decision making. iMMAP has ensured effective collaboration by regularly holding meetings where cluster partners are briefed on key updates regarding the progress made against HRP steering discussions, existing gaps, and challenges in the response.

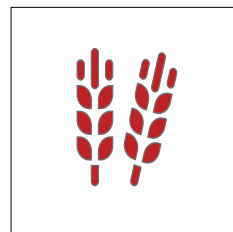
IMMAP IMOs have designed and implemented an innovative approach for the collection and visualization of 5Ws response data through the Health Cluster Information Management System (HCIMS), an online reporting tool that automates data collection, consolidation, cleaning and analysis processes. This new system has been approved by the Health Cluster and partners

have been trained to achieve a proficient use of the tool to improve response monitoring.

As a result of the training sessions provided to cluster partners, the Health Cluster has been able to streamline data collection to reduce data entry errors in reporting. The information gathered through the 5Ws and other cluster tools has improved the quality of information to develop and update the Health Cluster dashboard, partner presence maps, and cluster bulletins. These monthly products have been instrumental in facilitating informed decision making as they track and feature the collective progress of cluster partners towards accomplishing the goals indicated in the Health Cluster HRP, while highlighting trends in diseases and health emergencies.







# AGRICULTURE

*Strengthening the capacity of the government and nongovernmental organizations to improve the monitoring and reporting of relief operations*

Ethiopia's food security situation was initially predicted to improve slightly due to the main seasonal harvests (Meher) between the months of October 2019 and January 2020. However, from November 2019 onwards, desert locust infested new areas and crops. This exacerbated the existing food insecurity situation across the country due to the below normal spring season production, conflict and climate-induced displacement, increasing food prices, and the long dry spell in the northeastern pastoral areas.

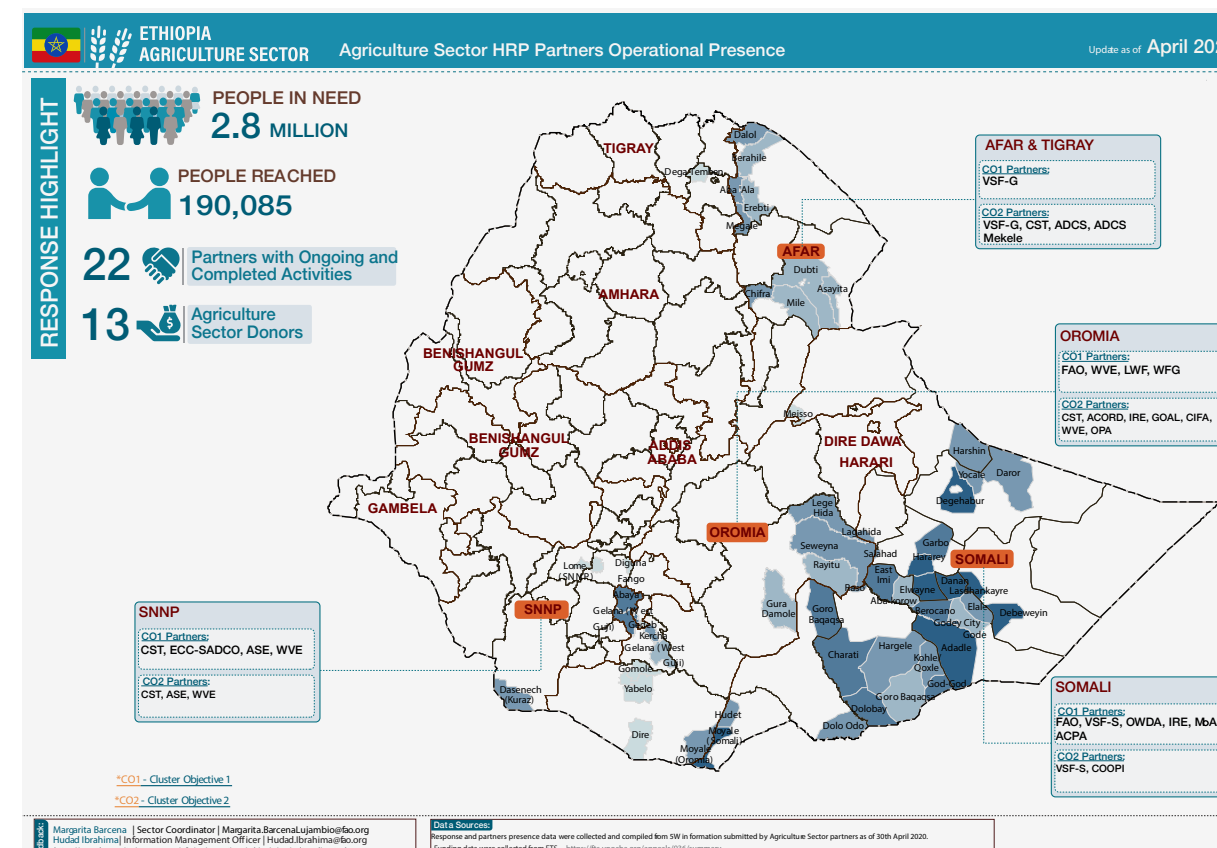
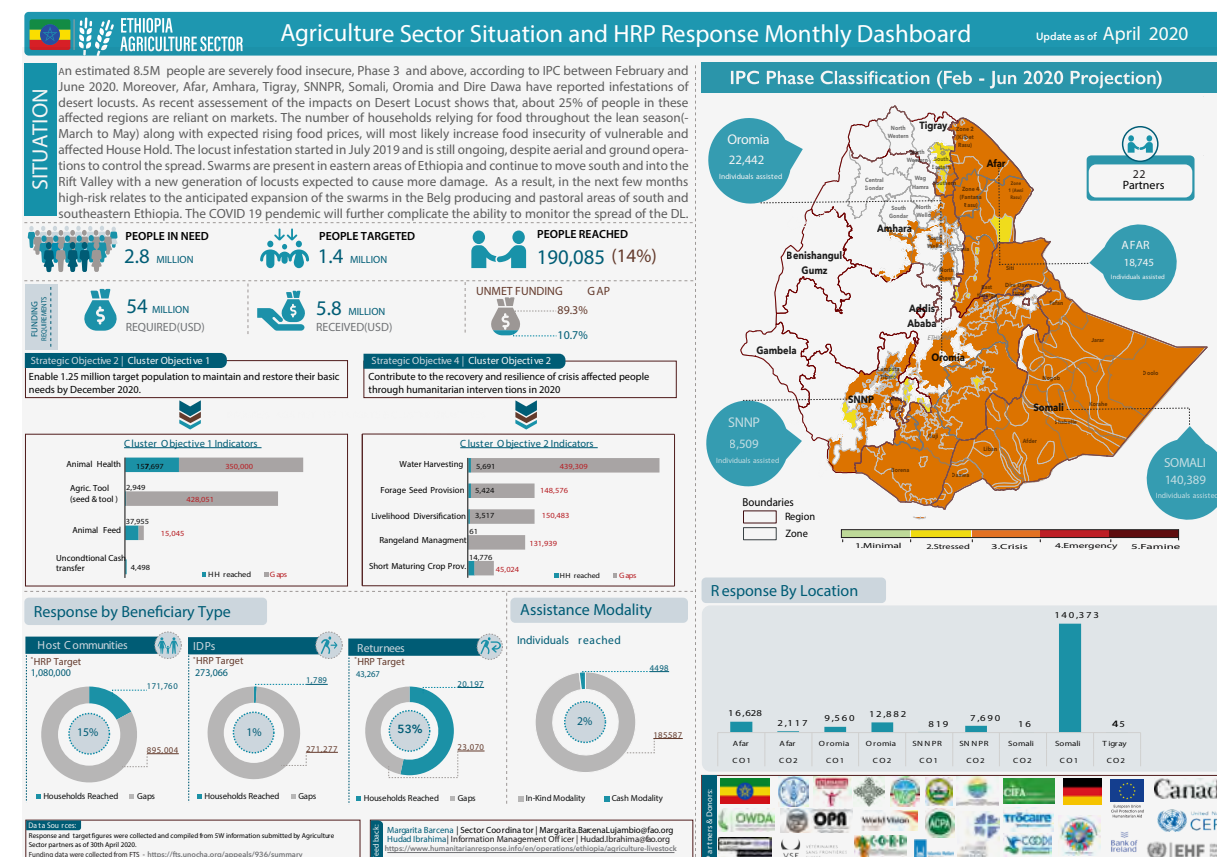
iMAP has been supporting the Agriculture Cluster through a team of national and international IMO's since January 2018. The IMO's created several reporting tools to capture response data, and systematically analyzed and prepared sector-specific information products

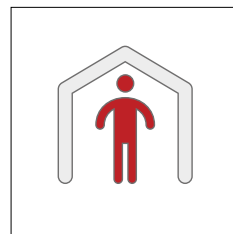
for improved coordination and informed decision making. The work of the IMOs in the Agriculture Cluster improved the outcomes of coordination meetings through presentations that provided instrumental information to identify gaps and response areas.

iMMAP's IMO's deployed to the Agriculture Cluster in Ethiopia have been providing essential information management capacity building activities in all 6 regions of Ethiopia, to strengthen the capacity of the government and nongovernmental organization (NGO) partners to improve the monitoring and reporting of relief operations. iMMAP's information management experts successfully implemented training to 63 partners that improved response coordination by bringing all actors to the same understanding

of the humanitarian program cycle (HPC) in the onset of an emergency by applying all five HPC elements: needs assessment and analysis, humanitarian strategic response planning, resource mobilization, implementation and monitoring, and operational review and evaluation.

As a result of the support rendered by iMMAP, the cluster was able to collect high-quality response data from partners, conduct a mid-year HRP review by analyzing secondary data in consultation with partners, and report cumulative achievements to OCHA through the Response Monitoring Tool (RPM). Therefore, cluster partners were able to fulfill the systematic 2020 HNO process which laid the foundations for strategic and evidence-based planning for the Agriculture Cluster activities in 2020.





## SHELTER/ NON-FOOD ITEMS

*Helping shape the cluster response monitoring, coordination, and decision making processes through the cluster information management system*

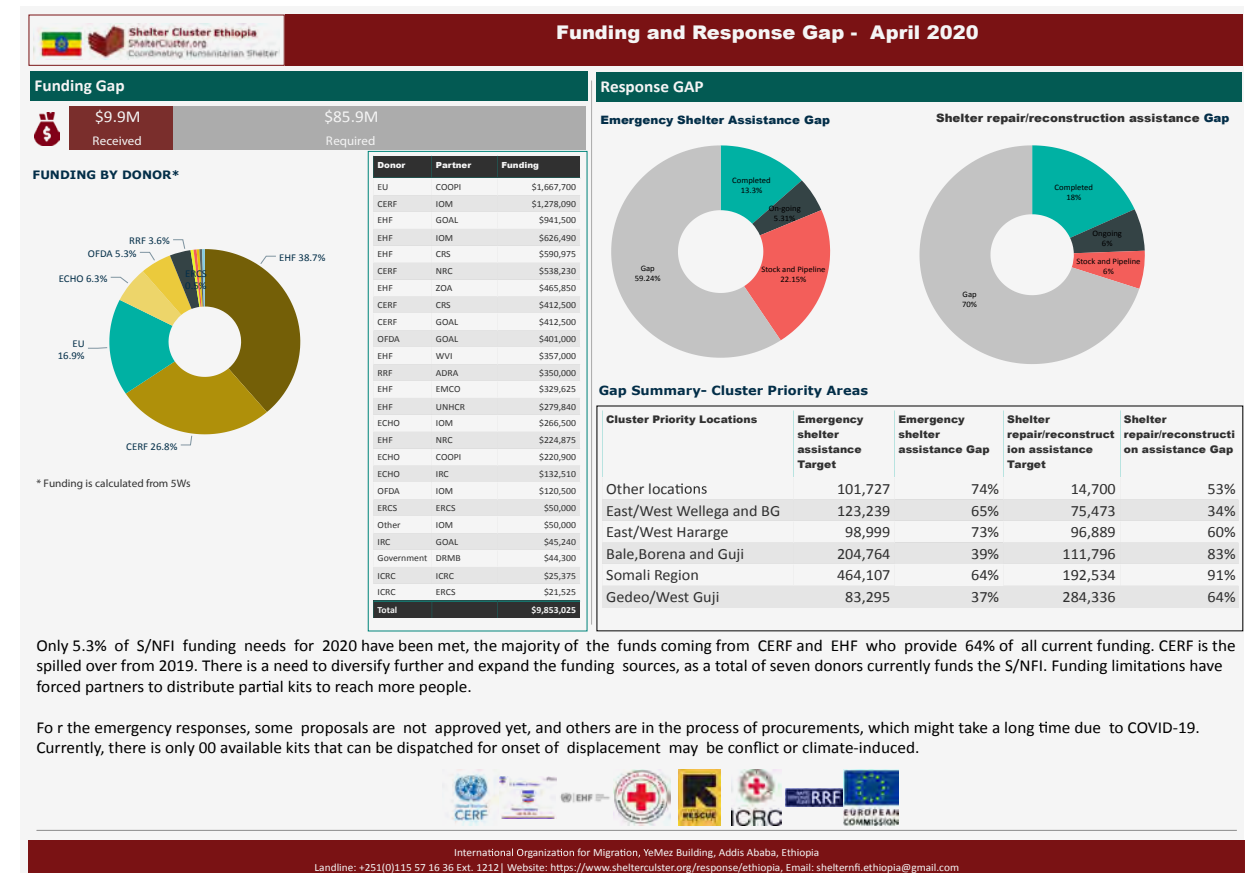
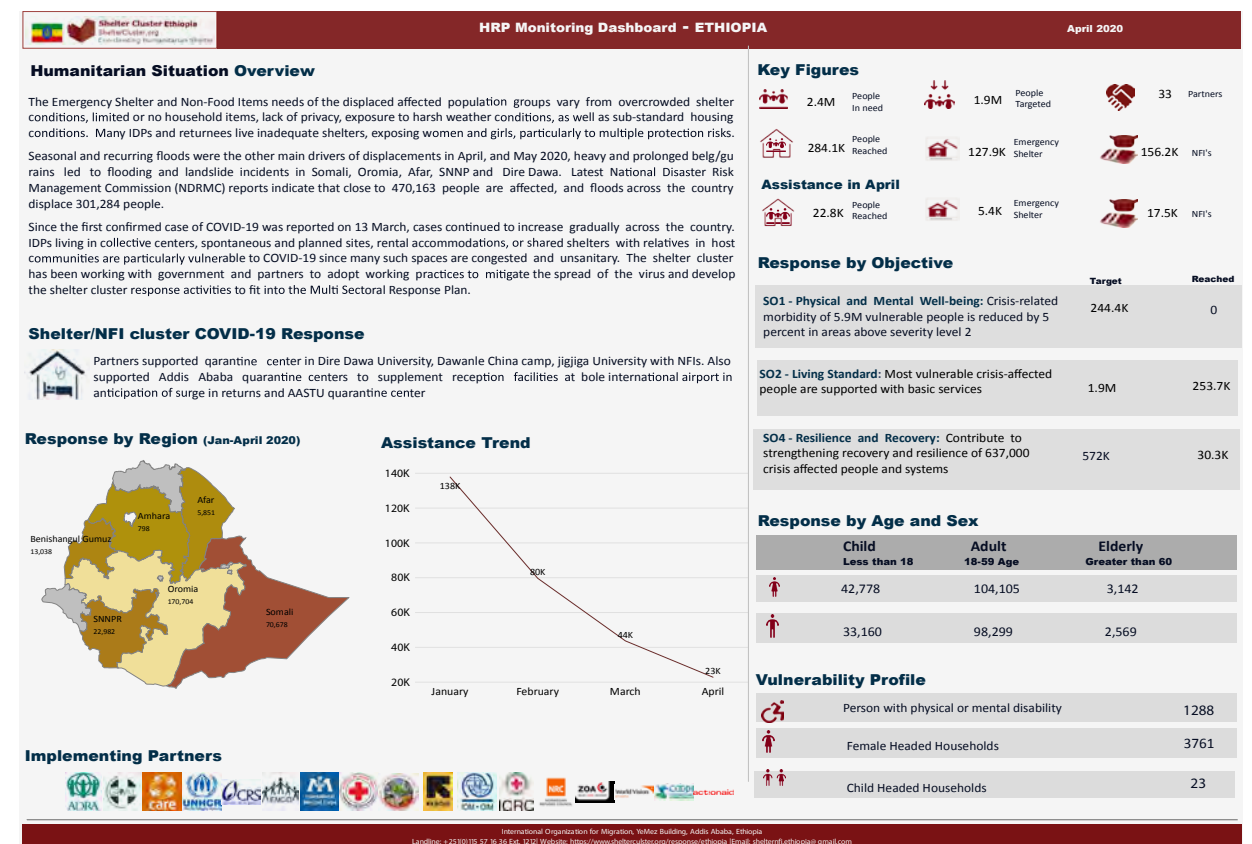
While the Shelter and Non-Food Items (Shelter/NFI) Cluster was one of the least funded non-food clusters during the 2019 response, the ongoing crisis in Ethiopia requires a variety of Shelter/NFI programs that include the distribution of lifesaving emergency shelter and non-food items (ESNFIs) for the rehabilitation of totally and/or partially destroyed houses. According to the HRP 2020, over 1.9 million individuals are in need of Shelter/NFI support in Ethiopia. The targeted population groups include IDPs, returnees, and displacement affected populations that are exposed to overcrowded shelter conditions, limited or no household items, lack of privacy, and exposure to harsh weather conditions. Furthermore, the cluster aims to address the multiple protection risks faced by women and girls due to the substandard housing conditions in some communities.

IMMAP, through its information management experts deployed to the Shelter/NFI Cluster, has provided significant support in shaping the cluster response monitoring, coordination, and decision making processes by implementing an effective cluster information management system. This enabled the cluster not only to effectively monitor the response but also to fulfill the requirements throughout the humanitarian performance cycle, including the Humanitarian Needs Overview (HNO) 2020 process by identifying and defining cluster indicators and collecting relevant data according to the established methodology for estimating People in Need (PiN).

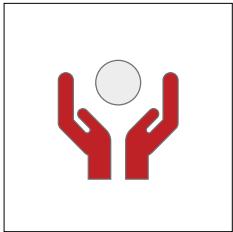
Through these services, iMAP enabled the cluster to fulfill inter-cluster coordination requirements by providing critical support for the HNO process led by OCHA. This particular achievement was instrumental

in establishing the Shelter/NFI Cluster response monitoring framework for the HRP 2020.

By introducing ReportHub, iMMAP has supported the Shelter/NFI Cluster to adopt an innovative approach to the collection and visualization of 5Ws data in replacement of the traditional Excel-based 5Ws tool. ReportHub is an online response monitoring tool that has improved the performance of the cluster by increasing the response rate of partners to monthly 5Ws reporting while minimizing the time needed for data entry, consolidation, and cleaning processes. As a result, cluster IMO's have developed a number of information management products including stock pipeline analysis and several online dashboards using PowerBI, to strengthen the overall coordination and support decision making processes.







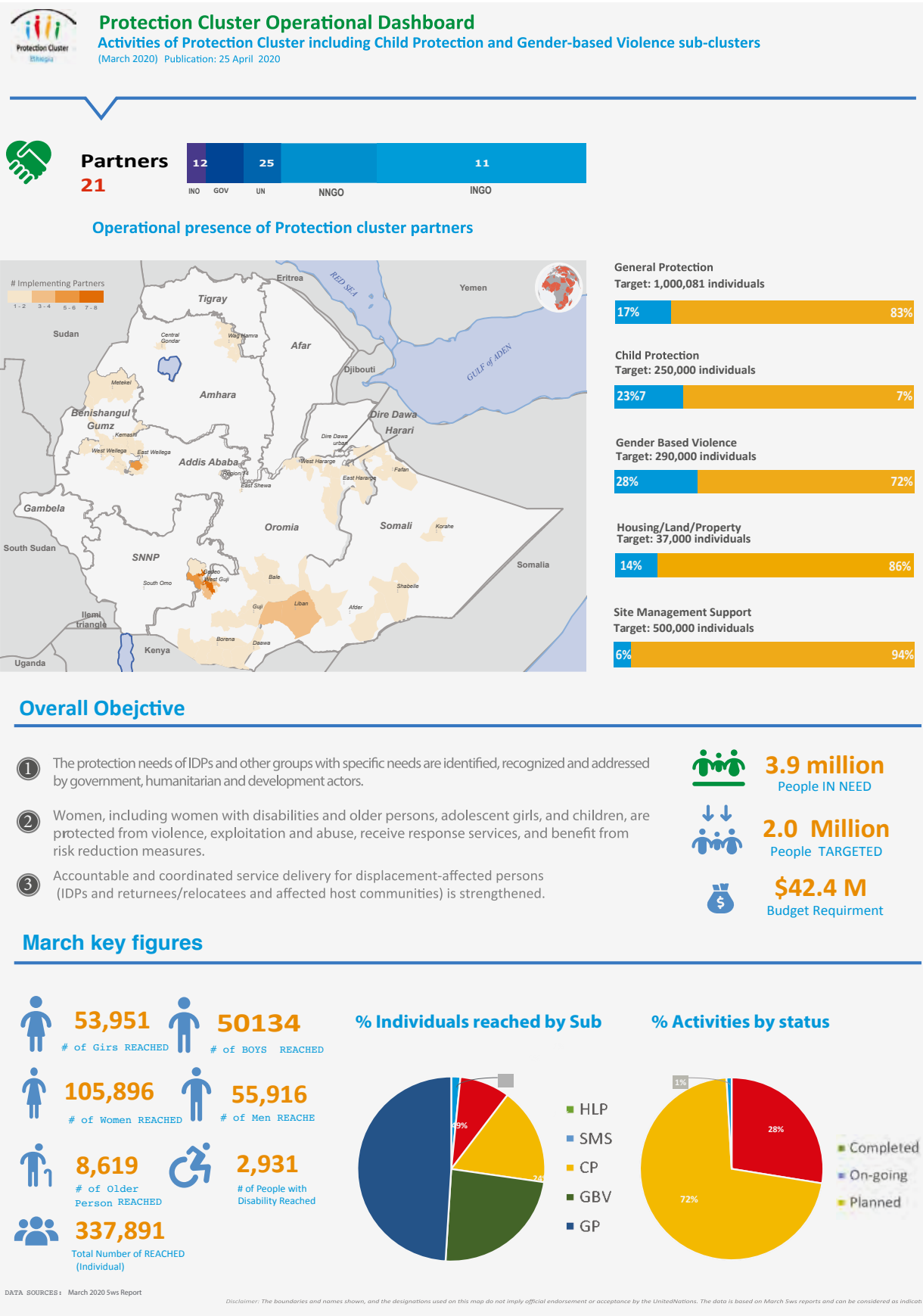
# PROTECTION

## Providing timely information to support Protection Cluster activities and advocacy efforts

International organizations work with the Government of Ethiopia to support and enhance the government’s capacity to ensure that protection of populations is safeguarded even in emergency situations. iMMAP started providing the Ethiopia Protection Cluster with information management support in July 2018. Since then, the Protection Cluster has made remarkable progress and achievements in their information management processes. iMMAP IMOs systematically collect, collate and analyze protection data to produce various information products, including operational presence maps, site management support, and cluster dashboards showing progress against the Humanitarian Response Plan (HRP). These products have enhanced coordination, improved response monitoring, and supported informed decision

making by the Protection Cluster partners and stakeholders. iMMAP has developed a harmonized and simplified 5Ws response monitoring tool as an effective information collection system. Partners are now encouraged to report their activities to the cluster through this system to facilitate the provision of critical and timely information for protection response activities across the country. As a result, this information is now readily available online for national emergency responders, positively impacting the Protection Cluster advocacy efforts, while ensuring that protection of populations cuts across all inter-cluster response activities. In order to maximize the operationalization of the IM tools and products, iMMAP designed, implemented, and delivered

information management training for cluster partners in November 2019. The objective of the training was to improve partners’ skills in emergency data management while increasing the utilization of cluster-specific IM tools. This initiative has increased the consistency and quality of information obtained from partners responding to the protection needs of vulnerable communities. Furthermore, iMMAP IMOs are also actively participating in several assessment initiatives by designing questionnaires, developing web forms, and conducting training for data collectors on the use of these tools. This has enabled the cluster to obtain timely information from the field regarding damage and loss, as well as household and community level protection situation assessments.



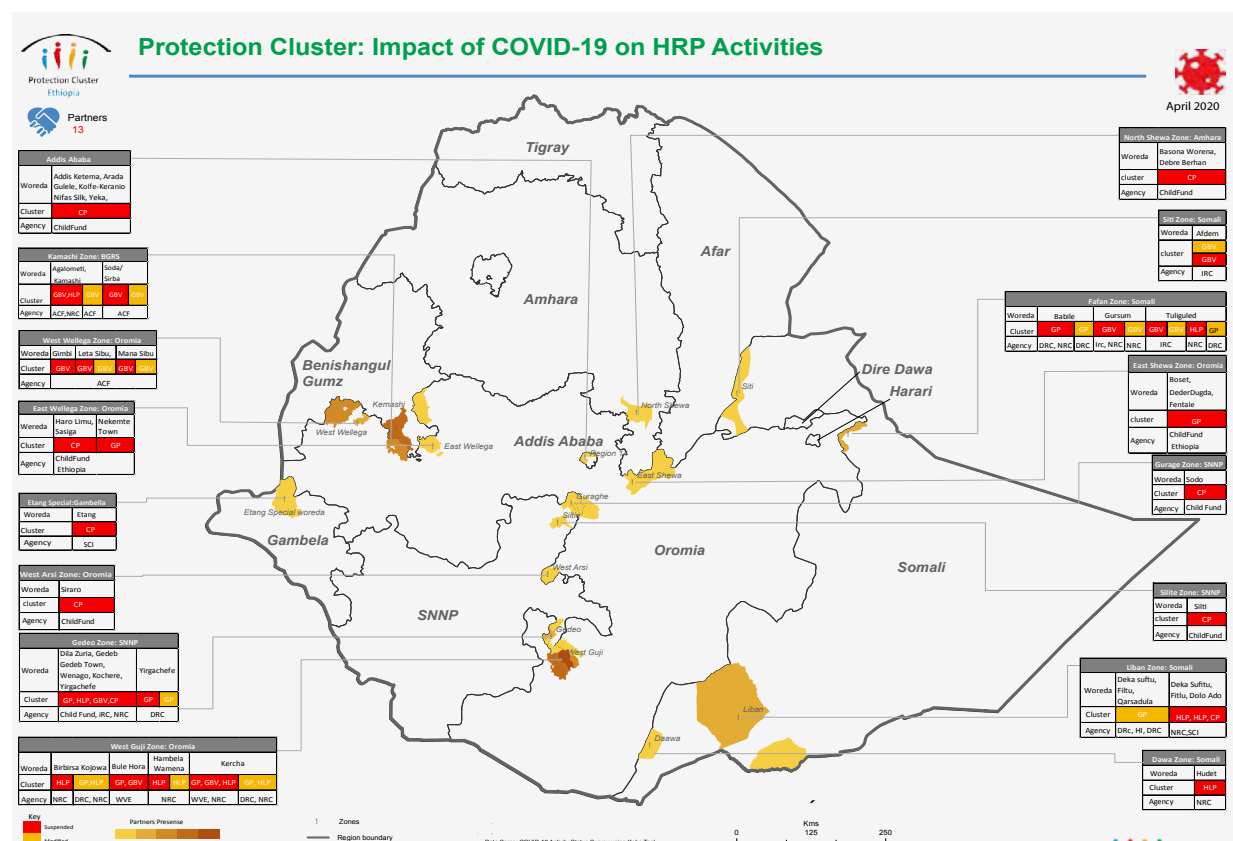
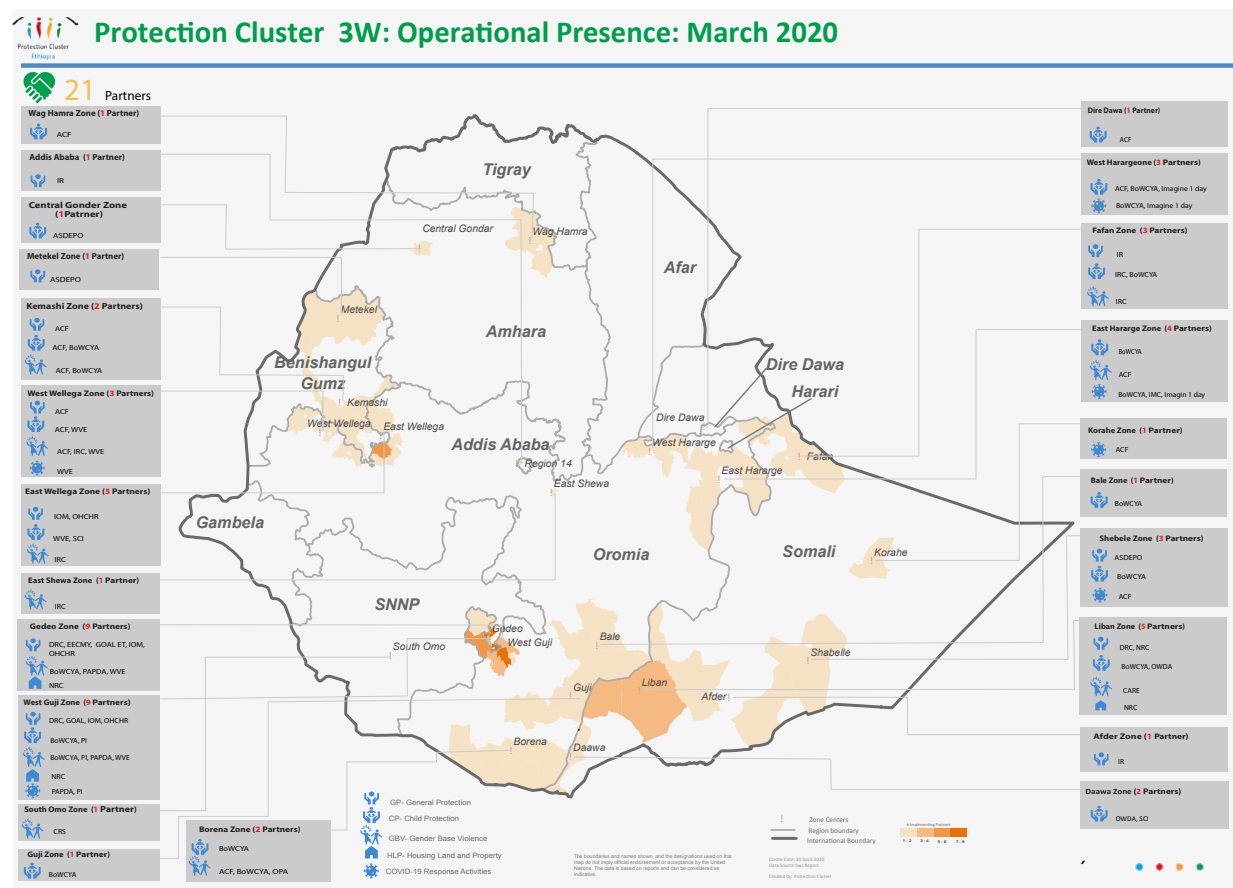
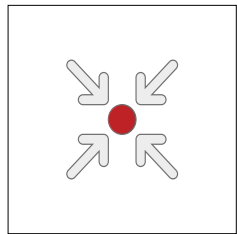


Photo: Charlotte Cans







# HUMANITARIAN COORDINATION

## Supporting OCHA and the National Disaster Risk Management Commission (NDRMC)

OCHA plays a central role in providing information management services to the humanitarian community to inform a rapid, effective and principled response. It gathers, shares and utilizes data and information for improved coordination, decision making and advocacy efforts of the larger humanitarian community.

Since April 2017, iMMAP has been supporting OCHA in Ethiopia with the first deployment of an IMO to the Somali region. This support was extended through the deployment of additional international and national IMOs to support inter-cluster coordination efforts by playing an active role in the Information Management Working Group (IMWG). Currently, iMMAP deploys two IMOs at the OCHA country office with an additional two IM experts deployed to the OCHA sub-offices in Bule Hora, covering West Guji zone, and Dire Dawa, covering East and West Hararge.

With the support of iMMAP, OCHA has adopted tools and methodologies for monitoring the humanitarian response alongside several information products useful for inter-cluster coordination.

iMMAP supported OCHA to effectively lead and finalize the HNO/HRP 2020 process by providing assistance during the discussions on the HNO, including indicators, breakdowns of population, severity and People in Need (PiN), and defining population groups for humanitarian profiles. They have also engaged in inter-cluster activities by compiling key data sets from different sources for HNO 2020. This includes the access database maintained by OCHA, damage house data from several sources, incidents for the HNO 2020 including incidents data from the Armed Conflict Location & Event Data Project (ACLED), flood affected population from NDRMC and

displacement data (IDPs, returnees) from various sources including IOM's Displacement Tracking Matrix (DTM), VAS, and NDRMC.

The iMMAP IMOs have made the necessary revisions to the inter-cluster 3W monitoring tools which formed the base for cluster specific 5Ws. In order to consolidate the 2019 response, the IMOs at OCHA have supported all the humanitarian clusters to submit their 2019 data in the online Response Planning and Monitoring (RPM) platform. This data has been used to draft the 2019 progress report monitoring which was finalized in March 2020.

Moreover, as part of the support provided to OCHA, iMMAP's IMOs have been proactively working with and supporting the National Disaster Risk Management Commission (NDRMC) and the newly established Emergency Coordination

Center (ECC). The IMOs role was crucial in establishing the information flow between humanitarian coordination and the government, enhancing collaboration around the HNO/HRP and reactivating the Early Warning Working Group at NDRMC.

The IMOs have developed a number of products including but not limited to inter-cluster 3Ws maps, reference maps, admin maps, displacement snapshots, cash activity reports, and access snapshots, which provided useful trends and patterns that helped shape collective humanitarian action to overcome and/or mitigate access constraints. 3Ws maps, reference maps, admin maps, displacement snapshots, cash activity reports, and access snapshots, which provided useful trends and patterns that helped shape collective humanitarian action to overcome and/or mitigate access constraints.

Amr Kambal, iMMAP Ethiopia Country Representative





 **ETHIOPIA**  
Kiremt 2020 : Flood Risk Areas

Legend

**Towns**

- ★ Capital City
- Regional Capital

**Boundaries**

- International
- - - Regional
- Flood Risk Areas

April 2020

Map showing Flood Risk Areas in Ethiopia for April 2020. The map displays the country's outline with internal regional boundaries. Blue shaded regions indicate areas at risk of flooding. Major towns are marked with dots, and the capital, Addis Ababa, is highlighted with a star. The legend defines the symbols for towns and boundaries. An inset map in the top left corner shows Ethiopia's location within Africa.

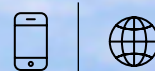


# THANK YOU.

**iMMAP**

**// 2020**

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## Website

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