

REMOTE MONITORING: NOTES FROM THE FIELD

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SETTING THE CONTEXT

- Ten years of the Syrian crisis
- Estimated 1.1 million people in need of humanitarian assistance.
- Six million Internally Displaced Persons (IDPs) – OCHA
- Majority of **humanitarian assistance** provided through cross-border response (from Turkey).
- Humanitarian assistance alleviates suffering in the **short term**

REMOTE MANAGEMENT



Remote management approaches are used to aid vulnerable population in conflict-affected regions experiencing medium to high insecurity (Norman, 2012).



Challenges assessing program quality and effectiveness

Remote management is defined by OCHA as the practice of withdrawing international (or other at-risk) staff while transferring increased programming responsibilities to local staff or local partner organizations.

REMOTE MONITORING

A highly volatile and partially accessible context necessitates a robust monitoring system.

Aims:

- Improve quality and integrity of program delivery
- Ensure program responsiveness to needs
- Meet organizational and donor requirements and standards of accountability
 - - WoS Monitoring Framework Strategy

COVID-19 AND IT'S IMPACT

- As of 4th January, 20,457 cases have been detected in North-West Syria.
- With the onset of the pandemic, adjustments were made to all program activities
- In accordance with the WHO guidelines, changes had to be made to the monitoring systems.
- Overcrowded camps and lack of protective gear for the affected populations

MANAGEMENT PERSPECTIVE

- Follow humanitarian principals, including Do-no-harm
- Prioritize monitoring activities
- Provision of PPE to enumerators
- Training on Covid-19 and use of PPE
- Increased use of technology – providing awareness through accountability hotline



ON THE FIELD

FUTURE OF MONITORING

- Increased reliance on innovative technology (Commodity Tracking System)
- Although limitations like lack of equitable access to technology and other data-related biases remain.
- Question of increased accountability to affected populations and humanitarian workers