

Monitoring & Evaluation Services

Enhancing Humanitarian Aid Effectiveness Through Track Record & Technology

Executive Summary

911 Emerge-N-See specializes in providing advanced, technology-driven Monitoring & Evaluation (M&E) services designed to optimize emergency responses, humanitarian aid interventions, and ongoing provision of essential services.

Our objective is to ensure that Supply Delivery:

- Is accurate and effective
- Utilizes resources efficiently
- Empowers achieving measurable and positive impacts within affected populations
- Enhances quality improvement
- Enables real-time data collection
- Promotes donor satisfaction

Over 30 years, 911ENS personnel have monitored and evaluated emergency responses, humanitarian aid interventions, and ongoing provision of essential services: on 5 continents; within 7 wars; through 13 complex humanitarian emergencies (CHE); in over 60 countries.

911ENS employs international class 'best practices' in M&E by detailing the key performance indicators (KPIs) within structured data collection and analysis methodologies. By building trust through transparency and accountability, we aim to improve your organization's/ agency's relationships with partners, beneficiaries and donors, ensuring aid efforts maximize impact through sustainable programming.

Our systematic approach is executed through international class standards in **Monitoring, Evaluation, Accountability and Learning (M.E.A.L.)**.

Tactically, all disciplines employed in 911ENS MEAL are applied and customized based on the need of the programs they maximize; those beneficiaries they serve; through efficient resource delivery and utilization; yielding measurable, positive impacts; planned and prioritized for transparency and accountability.

At 911ENS, this encompasses:

- Technology-driven process to improve quality and accountability of emergency response, humanitarian aid interventions and ongoing provision which efficiently meet needs of affected populations.
- Monitoring/collecting/analyzing data of ongoing activities and outcomes, ensuring delivery, success and maximization of resources.

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- Evaluating and assessing project success at set intervals to ensure impact, relevance, sustainability and application of 'best practices' and 'lessons learned' to improve future operations.
- Applying M&E through Key Performance Indicators (KPIs): clear objectives; data collection; analysis and reporting; and accountability to donors and beneficiaries.

To meet the needs of multi-dimensional 911ENS partners, we most often employ programs and approaches ascribing international 'best practices' and 'lessons learned' through MEAL program paradigm [monitoring / evaluation / accountability / learning] standards, which also serve development programming needs.

To ensure Accountability / Stakeholder Engagement, our MEAL actively involves a broader range of stakeholder engagement, including beneficiaries, in decision-making processes beyond the traditional M&E scope and focus, also mandatory for effective sustainable development engagement.

Our MEAL Learning/Adaptive Management skills transfer and training encourages adaptive management, where programs can adjust their

strategies based on real-time data and lessons learned. This extends into a more proactive framework supporting immediate adjustments versus retrospective perspectives alone.

In the complex and often volatile landscapes of emergency response, humanitarian aid engagement, and ongoing services provision, effective MEAL certifications are not only indispensable to great projects but are also being required by sophisticated donors to qualify as recipients of donated cash, medicine and medical supplies, and services driving both private and publicly-funded programs of distinction. 911ENS can act as your third-party M&E/MEAL agents to compete for the best volume/ mix/dating of the best donations. This service is an extension of 911ENS's commitment to quality improvement, accountability enhancement, resource optimization and donor satisfaction.

Techniques & Technology

911Emerge-N-See leverages the power of technology to streamline M&E processes through its international-class software applications Ship-N-See and 911ENS, enabling real-time data collection, insightful analysis and timely reporting. This combination of traditional and technological approaches allows us to

significantly enhance the effectiveness of disaster response, humanitarian interventions and ongoing essential services provision, ensuring aid reaches those who need it most and generates lasting positive change.

Key Performance Indicator (KPI) Summary

To accurately assess the effectiveness of our humanitarian aid interventions, our MEAL protocols focus on four key areas of assessment, each measured by specific KPIs providing measurable data and tracking both immediate and long-term impacts.

First, we evaluate Reach & Coverage by determining the area of the targeted population reached and mapping the geographic distribution of aid.

Second, we assess Timeliness & Efficiency by measuring the average time for aid delivery post-assessment and the cost-effectiveness of aid distribution.

Third, we gauge Quality & Relevance through beneficiary satisfaction surveys and by evaluating the alignment of aid provided with assessed needs.

Finally, we measure Impact & Sustainability by tracking

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reductions in vulnerability indicators where possible, such as distribution rates, and assessing the long-term sustainability of aid interventions post-withdrawal.

Detailed KPI Analysis and Implementation

Detailed KPI Analysis:

- **Reach & Coverage:**

Measures the extent to which aid reaches intended beneficiaries.

Data collection: mobile tools, GPS, beneficiary registration, and photo/video.

Analysis: comparing registered beneficiaries with population estimates and maps aid distribution.

Reporting: visual dashboards through our proprietary program “Ship-N-See” and 911ENS digital platforms.

- **Timeliness & Efficiency:**

Assesses the speed and cost-effectiveness of aid delivery.

Data collection: logistics tracking and financial records, and photographic/videographic documentation.

Analysis: calculates average delivery times and cost per beneficiary or cost per response.

Reporting: delivery timelines and cost-efficiency metrics.

- **Quality & Relevance:**

Evaluates recipient satisfaction and alignment with assessed needs.

Data collection: surveys and verbal feedback.

Analysis: identifies recurring issues and things that work well.

Reporting: satisfaction scores and feedback analysis.

- **Impact & Sustainability:**

Measures the long-term impact and sustainability of aid interventions.

Data collection: longitudinal studies and community-based monitoring.

Analysis: tracks changes in vulnerability indicators.

Reporting: impact indicators and sustainability assessments.

- **Utilizes various data collection methods.**
- **Provides comprehensive reporting.**
- **Analyzes both quantitative and qualitative data as we can find it.**

Implementation Strategy:

Our implementation strategy is built on several key pillars:

- Seamless technology integration
- Clear and consistent data collection protocols
- Robust data analysis frameworks, onsite and firsthand photo and videos, and unwavering accountability
- By adhering to these principles, we ensure our M&E processes emphasize appropriate technology; ascribe to clear data collection standards; and prioritize accountability in process and outcome.

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911ENS Best Practices and Recommendations

Best Practices for Monitoring and Evaluation in Emergency Response:

In the dynamic and often unpredictable environment of emergency response, adherence to established best practices is crucial for effective aid delivery. Rapid data collection, facilitated by mobile technology, enables timely adjustments to intervention strategies. Engaging beneficiaries and local communities through participatory monitoring and evaluation ensures their perspectives are integrated into the process.

Developing context-specific indicators guarantees assessments remain relevant to the unique challenges of each emergency. Adaptive management, which leverages M & E data for continuous improvement, is essential for optimizing outcomes. Interoperability and data sharing among organizations enhance coordination and prevent duplication of efforts. Adhering to the "Do No Harm" principle into data collection is paramount for ethical aid distribution. Staying flexible ensures all humanitarian efforts align with the evolving humanitarian context.

911EMERGE-N-SEE Compliance with Best Practices and Recommendations

Best Practices for Monitoring & Evaluation in Emergency Response, Public Safety/Health Services & System, and Supply Chain Management and Technology

Recommendations

To further enhance our M&E services, we recommend: investing in capacity building for local partners and beneficiaries; establishing technological partnerships to leverage innovative solutions; fostering a culture of learning to drive continuous improvement; and regularly reviewing KPIs to maintain their relevance. By consistently applying this M&E framework as a service and incorporating industry best practices, 911EMERGE-N-SEE ensures emergency response, humanitarian aid interventions and ongoing services and supplies provision are effective, efficient and accountable, and ultimately improve the lives of affected populations.

While 911ENS engages in practically every sector of programming, three areas of present and historic distinction in which we customize our service to assess and evaluate impact are Emergency Response, Ongoing Services and Product Provision, and Sustainable

Development Programming.

Specific areas of strength in 911ENS assessments encompass but are not limited to:

- + **International and domestic DART** (Disaster Assessment & Response Team) deployment, training and provision e.g. Interagency Emergency Health Kit with sufficient essential medicines, supplies & services to treat 10,000 people for three months.
- + **Public Safety/Health Services & Systems** with 911 EMERGE-N-SEE digital public safety portal coordinating both emergency and ongoing response; providing public transparency for police, fire, EMT, public works through visual data and management for agencies and first responders in 'real time,' including domestic and international disaster relief deployment.
- + **Supply Chain Management and Technology** through Ship-N-See cutting-edge logistics (air, sea, overland) portal, managing both emergency and ongoing response of humanitarian aid through satellite tracking from point of origin to intended recipients around the world – for those in need, response leadership and donors.

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