



CODA Services

Innovative individualized case-management

WHAT IS CODA SERVICES?

CODA (Conditional On-Demand Assistance) Services is digital solution designed to simplify and streamline nutrition* programme guidelines and the recording of individualized beneficiary data.

Using a mobile device and a durable smartcard, CODA replaces paper-based records to ensure beneficiary information can be recorded, tracked and monitored at an individual-level. The goal is to empower users to provide better assistance to beneficiaries and to enable stakeholders to make informed decisions through real-time data.

CODA fills a gap commonly identified in field operations related to case management, identification of beneficiaries, optimization of resources and informed decision making. The service offered is composed of both operational services and the digital product, to ensure that the right beneficiary receives the right assistance at the right time.

WHAT CHALLENGES DOES CODA ADDRESS?

CODA supports end-users to provide improved quality of service to beneficiaries at community level and supports stakeholders to make the most informed decisions both for service provision but also programme direction. This is facilitated by the solution's ability to:

- Bring a digital solution to last-mile operations through **its offline functionality**
- Address knowledge gaps of end-users through its **custom decision-support logic**
- **Reduce input inconsistencies** and manual data interpretation heightened by human error
- Improve **longitudinal individualized case management**, tracking and follow-up
- Increase coverage of assistance through **reduction of over-disbursement and/or duplication**

- Complete a **full cycle of assistance on the spot** from the first enrollment through to disbursement
- **Maximize** the utilization of structured **data** through daily site-level and online **reporting**

CODA'S GROWTH CHART

After a period of organic rapid growth, followed by stabilization of the pilots, CODA entered a research and development phase in mid-2020 with the objective of rolling out a scalable version in 2021.

CODA 2.0 will offer a suite of Android applications suited for multi-event offline data capture and the ability to survey individually registered beneficiaries, bringing it up to speed with the needs of a growing userbase and supporting the product to scale along a newly defined strategic vision.

	PEOPLE REACHED	COUNTRY ROLL-OUTS	ACTIVE FACILITIES
QUICK FIRE CODA STATS	60K	6	160+
	Unique beneficiaries registered through CODA.**	Afghanistan, DRC, Madagascar, South Sudan, Tajikistan and Uganda	Health facilities or assistance points which have adopted

* Current use case is malnutrition programmes. CODA can be used for any operation that requires participants to meet a condition before receiving assistance.

** Beneficiaries registered with CODA who return for subsequent assistance after the initial visit within the reporting period.

CODA combines the value propositions of end-user decision support with the provision of analytics for individual beneficiary and program management over time.

Additionally, CODA autogenerates aggregated data offline that can be viewed on handheld/mobile devices on enrolment and treatment outcomes as well as additional beneficiary level demographic data for effective community outreach and defaulter/absentee tracing.

IMPACT ON BENEFICIARIES

Programmes who adopt CODA as part of their continuing operations can pass on direct benefits to the beneficiaries they serve. These benefits include:

- A **reduction in service wait times** at assistance sites
- **Increase in participation and compliance** with assistance programmes
- Forms and encourages **positive behaviors** for caregivers and dependents
- With individual tracking and personalized follow-ups, **beneficiaries are less likely to be left behind**
- **Control over** whom **personal data** is shared with (through consent upon registration)

"CODA has made our work very easy. We no longer lose beneficiaries' information and when they lose their cards, it takes less than a minute to issue a replacement with all the old information."

Nutrition Manager, Medair, South Sudan

IMPACT ON STAKEHOLDERS

Stakeholders (implementing partners and government actors) will benefit from effective and timely delivery of data so that they can make better decisions to improve field operation outcomes in a myriad of contexts across the humanitarian and development spectrum. Other benefits include:

- Increased inputs into a decentralized data system
- Long-term cost reduction for programmatic operations

"I used to be afraid of going for my child's nutritious food from the health center if the [paper ration] card was destroyed because it made the nutrition workers unhappy, but these new [CODA] cards cannot be easily destroyed [and now] I always go for my [child's] services at the right time."

CODA Beneficiary Caregiver, South Sudan

IMPACT ON END-USERS

End-users who become actors in programmes which adopt CODA as part of their continuing operations can benefit from:

- Improved targeting
- Enhanced programming
- Reduction in data entry errors and time spent per beneficiary
- Expanded service coverage (offline functionality)
- Mobile application adaptive functionalities
- Intelligent automated decision support

**ARE YOU LOOKING TO MAKE AN IMPACT?
REACH OUT FOR PILOT OPPORTUNITIES.**

Photo page 1: WFP/Carlos Munoz

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