

Matrix cover page- draft

1. Background on the PIM Matrix:

The PIM matrix serve as a guidance tool, which came about as a result of mapping and organizing the many PIM systems we all use in our operations, including describing the characteristics of respective PIM systems, so that they could be differentiated from one another by category.

The PIM Matrix provides a framework for understanding, organizing and articulating the overall protection priorities, strategy or response, surrounding protection work we are all undertaking, by providing a framework within which to organize what is happening around you in your office, operation etc.

The eight categories of the PIM Matrix have been organized according to: definition, sub category examples, approaches and methods for collecting data, tools, output (data and information); shared data; and sources.

The PIM Matrix is collectively owned by the humanitarian community at large, and is based upon work which has been conjointly developed by the PIM Stakeholders who attended the First and Second PIM Working Meetings in 2015 – involving stakeholders from the UN, NGOs, and other protection and IM partners working to respond to the situations of displacement.

2. PIM – how to use and apply PIM:

- The PIM Matrix works to assist in identifying the right systems, approaches and methods, tools, outputs and sources for a particular result. The Matrix is non-exhaustive and is simply meant to provide examples, as a reference point from which content may be adapted by or for a specific operation.
- The categories of the Matrix, together and separately work to:
 - a. Reinforce a common understanding and facilitate accurate protection dialogue between both protection and IM colleagues, as well as internally and externally;
 - b. Help refine the overall quality of PIM activities, those undertaken both individually and as a community of responders.

a. Non-adaptable aspects of the Matrix:

- The definitions / purpose and outputs by category provided in the Matrix remain unchanging, and should not be adapted. You may add to the output(s) by category, but not the definitions – as the definitions set important parameters delineating one category from another.

b. Categorical relationships and navigating the Matrix:

- The categories are not mutually exclusive, at times the result of the input of two categories, for ex: a CASH targeting programme may result from a case management and protection monitoring system.
- The categories are also interconnected and at times illustrative of the interdependent relationships among the categories (e.g. all categories require some level of population data to function).

c. Customizable rows of the Matrix (4,7-8 on the left hand side):

- a. The Approaches/Methods for collecting data
- b. Tools
- c. Shared datay)
- d. Sources

3. Navigating the Matrix- Example:

- If you are looking at the 'Protection Monitoring' category of the Matrix (Row D), you will see that case management is specifically defined as:

'Protection monitoring is defined as 'systematically and regularly collecting, verifying and analyzing information over an extended period of time in order to identify violations of rights and protection risks for populations of concern for the purpose of informing effective responses.'

- Note: Examples included in the PIM Matrix are from throughout the community of PIM stakeholders and are non-exhaustive, and considered to be a reference point for colleagues to navigate the Matrix, and adapt to their own operations.

You will see that **protection monitoring systems** are:

- a. Legal and Physical Protection Needs Monitoring
- b. Gender Based Violence Monitoring
- c. Detention Monitoring
- d. Housing, Land and Property Rights Monitoring
- e. Return Monitoring
- f. Situational Monitoring
- g. Border Monitoring
- h. Remote Monitoring
- i. Outcome Monitoring in Humanitarian Mine Action
- j. Urgent action requests

While examples of **approaches and methods** for collecting case management data are:

- a. Observation
- b. Key Informant Interviews
- c. Focus Group Discussions
- d. Individual interviews
- e. Profiling
- f. Survey'srveys (assessments)
- g. Referrals Express, informed consent by beneficiary

While **examples of tools** for collecting and storing case management data are:

- a. ProGres
- b. GBVIMS
- c. CPIMS
- d. Prot5
- e. OHCHR Human Rights Database
- f. Promis
- g. DTM

d. How do you identify the right systems, tools or approaches for a particular protection IM response?

There are several different ways that you can find entry points into the Matrix to better understand what data, information or analysis you have or you need or where there may already be multiple systems operating collecting or providing the same type of data or information or .

- a. First you can look at the **types of systems** that you have and organize them by category, which can highlight areas in which data, information or analysis is needed, or adequately covered.
- b. You can use the Matrix by asking **what type of data, information or analysis you need**, and looking at the 'Output' by category identify the systems, approaches or tools which might be needed to plan or deliver your response.
- c. You may also use the Matrix to plan or articulate a protection response based on resources, timing or capacity.

e. Recommended approach to the Matrix:

- To be kept up to date, shared and coordinated as a protection analysis and planning tool as widely as possible.
- It is important to note that the usefulness of the PIM Matrix will be entirely dependant on the level and type of data and information included in it by colleagues filling it in and maintaining it.

PROTECTION INFORMATION MANAGEMENT MATRIX

	POPULATION DATA	PROTECTION NEEDS ASSESSMENTS	PROTECTION MONITORING	CASE MANAGEMENT	PROTECTION RESPONSE MONITORING AND EVALUATION	SECURITY & SITUATIONAL AWARENESS	SECTORAL SYSTEMS / OTHER	COMMUNICATING WITH AFFECTED COMMUNITIES
DEFINITION	Population data systems record the number and characteristics, disaggregated as appropriate, of a population in a specific place and time period, for the purpose of programming effective prevention and response.	A data-collection exercise conducted at a single point in time ('snapshot') to gain an understanding of the protection issues, availability of resources, sources of problems and their impact on the affected population. This is done in order to identify protection needs, risks, and solutions, and to inform programme interventions and response activities that are complementary with positive community coping mechanisms. Protection needs assessment should be carried out periodically and after substantial changes in the context.	Protection monitoring is defined as 'systematically and regularly collecting, verifying and analyzing information over an extended period of time in order to identify violations of rights and protection risks for populations of concern for the purpose of informing effective responses.	Protection case management information systems support the provision of protection and/or targeted interventions to identified individuals or groups through the management of data – from case identification to case closure – related to a specific case.	Continuous and coordinated review of implementation of response to measure whether planned activities deliver the expected outputs and protection outcomes and impact, both positive and negative.	Security and incident systems that monitor both the affected population and the ability of humanitarian actors to physically and securely reach people affected by crisis. Such systems would make available information on the overall security situation, issues of humanitarian space and access (including the safety of staff), and other concerns. A key difference between these systems and protection monitoring is in this aspect of humanitarian access.	Proposed definition: Sectoral IM Systems/Other involves the measurement and establishment of needs for sectoral services, infrastructure, material, and physical support not related to legal protection for an individual or group. Revised definition: Relevant secondary data and information related to the protection of people is systematically shared between sector IM systems and protection information management.	Proposed definition 1: Communicating with communities involves communication between communities or community members from, about, or in support of the following: community-led objectives, access to protection and eligibility for assistance, complaint and accountability mechanisms, etc. This also involves the identification of existing and potential community capacities in order to support complementary communication initiatives. Proposed definition 2: Communicating with communities refers to communication between, among, and with communities and/or community members with the aim of supporting participation, access to services, feedback/complaints, transparency, monitoring and evaluation, and leadership/community capacities.
SUB-CATEGORY EXAMPLES	There are no sub-categories for this, there is only one system in this category- 'population data system'	Protection assessments Rapid protection assessments Specialized protection assessments Vulnerability assessment framework (Jordan) Joint needs assessments - also called Common assessments, or multi-sector assessment Harmonized needs assessments (?) Profiling	<ul style="list-style-type: none"> • Legal and Physical Protection Needs Monitoring • Gender Based Violence Monitoring • Detention Monitoring • Housing, Land and Property Rights Monitoring • Return Monitoring • Situational Monitoring Border Monitoring • Remote Monitoring • Outcome Monitoring in Humanitarian Mine Action • Urgent action requests 	<ul style="list-style-type: none"> • Registration? • Refugee status determination and statelessness determination • Integration Case Management • Return Case Management • Resettlement Case Management • Tracing / Family Unification Case Management • Case Management specifically covering 'vulnerable groups' (children-at-risk, women-at-risk, persons with physical or mental disabilities etc) (CP, GBV ...) • Fraud Case Management • Human rights case management (includes urgent action requests) • Legal Case Management (includes HLP) 	<ul style="list-style-type: none"> • Annual programmatic review • Periodic programmatic review • Informal programmatic review • On-going programmatic review • Response Monitoring (UNICEF) 	<ul style="list-style-type: none"> • Armed Elements (presence of) • Physical Access (humanitarian or peace-keeping forces) • Fighting and Security Incidents (armed elements) • Mines: known locations, reported locations, demined areas • Attacks on or threats to staff • Status of humanitarian or community infrastructure 	<ul style="list-style-type: none"> • Health • WASH • Core Relief Items /Material Assistance • Food and supplementary feeding • Shelter 	<ul style="list-style-type: none"> • Information on services • Results of assessment(s) • Complaints tracking, monitoring and accountability • Security/safety issues which may affect PoC's..? • Open communication channel, i.e. facilitating communication within the community without a specific humanitarian driven objective
APPROACHES / METHODS FOR COLLECTING DATA	<ul style="list-style-type: none"> • Estimation (satellite imagery, flow monitoring, aerial photography, mobile phone network data, etc.) • Surveys • Individual registration • Household registration • Profiling (a bit of a survey tool) • Census • Delphi Method (experts get together and decide what's best) 	<ul style="list-style-type: none"> • Secondary data review • Observation - sites visits • Key Informant Interviews • Focus Group Discussions 	<ul style="list-style-type: none"> • Observation • Key Informant Interviews • Focus Group Discussions • Individual interviews • Profiling • Survey's 	<ul style="list-style-type: none"> • Observation • Individual/HH interviews/intakes • Survey's - assessments/proxy indicators? • Referrals • Expressed informed consent by beneficiary 	<ul style="list-style-type: none"> • Humanitarian Programme Cycle • UNHCR Results Framework 	<ul style="list-style-type: none"> • Observation • Key Informant Interviews • Focus Group Discussions • Individual interviews • Social Media • News • Humanitarian network reports 	<ul style="list-style-type: none"> • Secondary data review • Persons of concern • Individual interviews • Partners • Host government • Referral systems 	<ul style="list-style-type: none"> • Observation • Individual or anonymous reports (fraud, and accountability systems) • Focus Group Discussion- - community centers, schools- other strategic meeting/organizing points for a community • Key Informants - community centers, schools- other strategic meeting/organizing points for a community • On-going situational analysis with partners • Monitoring of social media platforms used by the affected population • News reports

<p>TOOLS</p>	<ul style="list-style-type: none"> National census UNHCR EME IM Toolkit- Population Statistics Reporting Tool *Group suggests to remove these two as not tools for data collection but rather guidance for practitioners UNHCR Registration Handbook Tools *Group suggests to remove these two as not tools for data collection but rather guidance for practitioners UNHCR Registration Tool ProGres UNHCR Statistical Online Population Database *These two do not collect primary data, but aggregate it from other sources and disseminate; suggest removing from here IOM DTM (Displacement Tracking Matrix) UNHCR Webportals (more a coordination tool on population statistics) *These two do not collect primary data, but aggregate it from other sources and disseminate; suggest removing from here Profiling 	<ul style="list-style-type: none"> Child Protection Rapid Assessment Protection Cluster RPAT (Rapid Protection Assessment Tool) UNHCR Participatory Assessment Tool UNHCR NARE (Needs Assessment for Refugee Emergencies) IOM DTM: mobility tracking and surveys MIRA 	<ul style="list-style-type: none"> ProGres GBVIMS CPIMS Prot5 OHCHR Human Rights Database Promis DTM 	<ul style="list-style-type: none"> ProGres RAIS (recording system for assistance) OHCHR's Human Rights Database Comc -IRC GBVIMS Inter-Agency Child Protection Database (UNICEF) Tracing Database- ICRC Primero + other sectors' tools such as livelihoods sector/basic assistance as case may be 	<ul style="list-style-type: none"> ActivityInfo Focus 	<ul style="list-style-type: none"> Security Database - UNMAS OCHA (security incidents/humanitarian access database) Early warning systems (Gov, UN, NGO/community level) Information Management System for Mine Action (IMSMA) Database - Mine Action (UNMAS) UNDPKO - Systems tracking security, access and safety Global Information Systems (GIS) Remote Sensing 	<ul style="list-style-type: none"> Core Relief Items / NFI Supply and Distribution Systems HIS/TWINE – UNHCR DTM/CCCM - Shelter Global Health Observatory Data – WHO Mortality Database – WHO PAHO Regional Core Health Data Initiative WFP Food Distribution Databases (generally based off of UNHCR Reg lists...) 	<ul style="list-style-type: none"> YouTube Mass SMS (not sure what this means - need to focus) Facebook Telephone- Hotline, direct calls Leaflets Posters <p>Face to face communication</p>
<p>OUTPUT (DATA AND INFORMATION)</p>	<p>The output of population systems is population figures or estimations, disaggregated data by age, sex (demographics of those affected) and location and in relation to the time of the disaster/incident</p>	<p>If you do a protection needs assesment your output will be an assessment of protection needs in that particular context.</p> <p>Gaps analysis Response plans Cluster / HCT protection strategies mapping of actors advocacy note Fundraising note</p>	<p>Protection monitoring provides an evidence base to inform a broad range of responses, including immediate and longer-term activities. These can range from prevention, protection, other sectoral interventions, advocacy, policy development and programming at all levels. The recurrent and action-oriented nature of protection monitoring creates an opportunity to communicate and strengthen relationships with populations, while also ensuring the affected populations' active participation</p>	<p>If you implement a case management system your output will be information and data on the current and / or changing situation and needs of an individual or household/specific group; access to and use of services</p>	<p>The output will be data and information (qualitative and quantitative) related to the protection response's outputs and outcomes. The information can also be used to inform the situational analysis and identify challenges and best practices. Information from protection response monitoring and evaluation feeds into program reports, factsheets, or humanitarian dashboard.</p>	<ul style="list-style-type: none"> These systems produce data and information surrounding staff security, safety, and access Context analysis (e.g. social network analysis, political economy analysis) Conflict analysis Situational monitoring (e.g. monitoring media, open sourced, and closed sources/informants) Incident reporting/mapping (e.g. Sit reps) Security risk assessments (scenario building for contingency planning, early warning analysis) Area of control mapping/Actor mapping (i.e. Where you map parties of the conflict with geospatial; a live database) Monitoring of incidents and events (i.e. political events that would have an influence on the ability to access) Mapping of location of mines and UXOs Access map/Mapping of access and ability to determine the "level" of access (for humanitarian actors, affected population, government) Identifying cultural conditions that affect humanitarians ability to implement programs 	<p>* These sectoral systems produce 'secondary data' related to other information important to protection issues, needs or concerns (the other sector owns this data).</p> <p>* Proxy indicators that are indicators from other sector information systems when there has been a consultation with Protection about the information to be collected (the other sector owns this data).</p> <p>* Specific protection indicators/information collected by other sector information systems on behalf of the protection sector; Protection has been involved in phrasing the questions, identifying the indicator and training the enumerators (protection sector owns this data).</p> <p>**Ownership of data consists on control of the data collection and processing.</p>	<ul style="list-style-type: none"> Common sources of information within the communities Appropriate communication channels within the context Community capacities, resources, skills of the communities Local contextual information (e.g. cultural sensitivities, languages used by affected populations) Priority information needs of the affected populations live updates (situation analysis, political, logistics)
<p>SHARED DATA (with protection actors only)</p>	<ul style="list-style-type: none"> Population figures (demographics of those affected) Date Location 	<p>All information from protection needs assessments should be shared with the humanitarian community.</p>	<ul style="list-style-type: none"> information on extremely vulnerable sub sets of populations information on need of life-saving assistance or immediate support, information on protection trends individual households are movements related protection concerns/risks; population's coping mechanisms; conflict dynamics information on informal justice mechanism refugees and asylum seekers trends. refoulement trends 	<ul style="list-style-type: none"> Population figures disaggregated by age and gender related to the case management and its purpose. But als substantive information on collected data to help identify protection trends and HR violations. Importance of express and informed consent for purpose of sharing data. • Locations Statistic about population with vulnerabilities by age and gender. In specific cases where case management sharing protocols had been established person of concern bio data could be shared.The exchange of data could be dependent on its use and existing SOPs between the partners. (anonymous v. personalised data) 	<ul style="list-style-type: none"> Output (performance) and outcome (impact) indicators. Detailed data and information on the impact / gaps / best practices of the protection reponse. Direct feedback from communities on the protection response. 	<ul style="list-style-type: none"> Statistic about security incidents Statistic about attacks on or threats to staff Physical access to areas Mines locations and demined areas Status of humanitarian or community infrastructures Locations of presence of armed elements Staff security, safety, and access reporting Context analysis (this is a possible area of innovation... it may be possible to share, but its contingent on actors/environment/mandates Conflict analysis 	<p>**There should be a clear distinction when data sharing is within the organization and when data sharing is with other agencies (internal/external).</p> <p>*Agreement on data sharing protocols and analysis, especially when Protection sector owns the information.</p> <p>• Prioritizing and coordinating life-saving protection support within UNHCR and amongst partners, by location, type and need *FOD's</p>	<p>Situational awareness (feeding into Protection Monitoring for example) without information that would casuse anxiety / panic / psychological well-being of individual or compromise humanitarian corridors and access</p> <p>Information that is shared is done so in an accountable manner, and that it is verified before dissemination</p>

<p>SHARED DATA (as broadly as possible within the humanitarian community)</p>	<ul style="list-style-type: none"> Population figures (demographics of those affected) Date Location 	<p>All information from protection needs assessments should be shared with the humanitarian community.</p>	<ul style="list-style-type: none"> information on extremely vulnerable sub sets of populations information on need of life-saving assistance or immediate support, information on protection trends individual households are movements related protection concerns/risks; population's coping mechanisms; conflict dynamics information on informal justice mechanism refugees and asylum seekers trends. refoulement trends RSD / ASR trends Refoulement and access to territory and asylum Rights of ASR's, REF's and IDP's Secondary movements (?)Also: Trends and changes in protection environment <p>Some of the bullet points from above can be repeated here, e.g. mass movements /and/or influx; a particularly affected or vulnerable group identified etc</p>	<ul style="list-style-type: none"> Population figures disaggregated by age and gender + same caveat as above on exchange of data and SOPs. Statistic about population with vulnerabilities by age and gender and HR violations (tailored to the context) 	<ul style="list-style-type: none"> Outcome level of the protection response. More broadly the impact / gaps / best practices and key advocacy messages from the protection response. Detailed information on the protection response can also be provided. 	<p>There is no distinction between a protection actor/non-protection actor, for this type of information. (See information in cell above)</p>	<p>"Individual level data for urgent or emergency cases by sector could be shared with key protection stakeholders → protection referral"</p> <p>*FOD's</p> <p>*When protection sector does not own the data, data must be at least anonymised before shared. Ideally aggregated, unless there is a specific purpose for the use of individuals information.</p> <p>*Respect the data sharing protocols of the sector that is providing the information.</p>	<p>Non-dissegregated data by sector highlighting trends, and needs by priority (at minimum: emergency or urgent needs), and location.</p>
<p>SOURCES</p>	<ul style="list-style-type: none"> Population census Government registries related to affected populations or other sources IOM/DTM UNHCR WFP and other organisations' distribution lists <p>Joint rapid needs assessments based on key informant interviews</p> <p>NB: The sources of and methodologies used for gathering population figures are relevant to understanding the quality of the population statistics, and should be included along with the statistical reports.</p>	<p>See approaches and methods for collecting data</p>	<ul style="list-style-type: none"> Community IDP leader Refugee Leader Other protection agencies Government National protection organizations International protection organisations Social media 			<ul style="list-style-type: none"> Mines (locations) Fighters/ armed elements/ forced recruitment (types of/locations etc.) Physical access Staff Safety (types of incidents/locations) Humanitarian /community infrastructure (hospitals, schools, health centers etc.) 	<ul style="list-style-type: none"> Non-dissegregated data by sector highlighting trends, and need by priority (at minimum: emergency or urgent needs), and location. 	
<p>INTERSECTORAL RELATIONSHIP OR Mainstreaming protection (data Protection owns in other systems) and intersectoral protection-relevant data (such as proxy indicators from other sectors relevant to protection)</p>	<p>Population data is often the baseline used for planning for the methodology for other data systems, and agreement on the source is a key intersectoral decision; it is rarely an alone-standing protection information management system, but rather a intersectoral baseline for other systems (protection IM and others)</p>	<p>Any sectoral needs assessment where Protection is not a direct owner may contain proxy information relevant to protection. Examples include: health survey might give us proxy indicators for GBV.</p> <p>Protection can also insert protection questions into other sectoral needs assessments. Examples: site, planning where to locate shelters of an IDP community from a certain ethnic group in the village where another ethnic group is predominant.</p> <p>Sensitive questions should not be asked (devised) by non-experts (non TRAINED).</p>	<ul style="list-style-type: none"> ProGres RAIS (recording system for assistance) OHCHR's Human Rights Database Comc -IRC Inter-Agency Child Protection Database (UNICEF) Tracing Database- ICRC Primer + other sectors' tools such as livelihoods sector/basic assistance as case may be 		<p>detailed protection information on the impact / gaps / best practices</p>			