Annotated Bibliography
Mercy Corps Philippines
July 2015

This document is part of the country program closeout documentation and lists the major documents produced from November 2013 through July 2015 during the Typhoon Haiyan (Yolanda) response and recovery. Each document has a brief description, a link to the Digital Library or note where the file can be found, and an indication if this is an external or internal document.

I. **Program Reports**

Title	Description	Link/ Location	Audience
TabangKO Final Report (Vaidehi Krishnan)	This is the final, comprehensive report that covers the duration of the program (Jan 2014 - February 2015) and includes reporting against indicators as well as lessons and recommendations. Annexes: Annex A: Electronic Transfers Workshop Learning Document/ One Year Later… Annex B: Minimum Standards Checklist for E Transfers – see Annex A for the checklist. (see Tools section) Annex C: Financial Literacy Findings and Recommendations Annex D: TabangKO Baseline Survey Report Summary Annex E: Program, Process and Partnership (3Ps) and User Experience Stories (see Learning Outputs section)	https://mcdl.mercyco rps.org/gsdl/docs/MC 2013PhilippinesTaban gkoFinalRep.pdf	Internal
SimulaKO Final Report (Jing Gusto)	This is the final, comprehensive report that covers the duration of the program (Jan 2014 - May 2015) and includes reporting against indicators as well as lessons and recommendations. Annexes: Annex 1: Shared Agent Network Project Brief Annex 2: Shared Agent Network policies manual template, SAN partner agreement template and SAN agent account management training course outline Annex 3: Financial literacy text and voice messaging stories compilation Annex 4: Shared Agent Network Knowledge Sharing Event Report and Survey Results Annex 5: KabilinKO Learning Document	https://mcdl.mercyco rps.org/gsdl/docs/Me rcyCorps15Philippines TyphoonHaiyanFinalR eport.pdf	Internal

	Also see: Shared Agent Network (SAN) Project Final Report, by Optimustrat		

II. **Learning Outputs**

Title	Description	Link/ Location	Audience
BanKO and Mercy Corps Partnership Brief *(Thea Anderson)*	This report takes a closer look at a shared value partnership. There is brief description of the partnership, insights and challenges, and recommendations for both partners and future programming. There are two versions of the report. An external version that has been shared with BanKO and other NGOs. And a more frank and detailed internal version is available (request from SEA desk).	https://mcdl.mercycorps.org/gsdl/docs/BankoFindingsLessonsSharedValueJan2015.pdf	Separate Internal & External versions produced
E-Transfer Workshop Learning Document + Annexes *(Vaidehi Krishnan)*	With funding from MasterCard, Mercy Corps hosted the only electronic transfer workshop post-typhoon. The attendees were fairly equally split between representatives from mobile money and financial service providers and humanitarian actors (both NGO and UN agencies). This report captures lessons, timelines, and recommendations as well as sharing tools developed post-workshop, such as sample contracts and checklists. Annexes Annex A: Beneficiary / User Experience Stories Annex B: Minimum Standards Checklist for Electronic Transfers (see Tools section) Annex C: Remittance Agency Sample Contract (see Tools section)	https://mcdl.mercycorps.org/gsdl/docs/PhUSAIDETransfersWorkshopLearning.pdf	External
TabangKO Program, Process, and Partnership (3Ps) and the User Experience *(Vaidehi Krishnan)*	This document takes a user centric approach to highlight three users' banking experience and to unpack how the program, process and partnership challenges in implementation translated for real users. The objective of this document is to provide the reader with a rich picture of the implementation challenges, and means to mitigate them. This document has been designed for an internal	https://mcdl.mercycorps.org/gsdl/docs/MC2013PhilippinesTabangkoInternalLearning.pdf	Internal

	audience, although this can also be sanitized to be shared externally. <u>Annexes:</u> <u>1. Encrypted Beneficiary Database template</u> (see Tools section) <u>2. Minimum Standards Checklist for a Mobile Banking Program</u> (see Tools section)		
Financial Literacy Paper – Analysis and Findings + Story text *(Vaidehi Krishnan / Ninette Adhikari)*	This document captures the findings from the financial literacy messages provided during the TabangKO and SimulaKO programs. In total three rounds of messages were aired; Oct 2014, Jan 2015, and Mar/Apr 2015. The analysis looks at text vs. voice messages, times of day to send message, and if incentives affected response rates. The complete script for all five stories is also available.	https://mcdl.mercycorps.org/gsdl/docs/MC2013PhilippinesTabangkoFinancialLiteracy.pdf https://mcdl.mercycorps.org/gsdl/docs/PhilippinesRecoveryFinancialLiteracyTextVoiceMessagingStories.pdf	External
TabangKO Post-disbursement Monitoring (PDM) Report *(Ninette Adhikari)*	Surveys were conducted after each of the three tranches of money disbursed during the TabangKO program. The main objective of the survey was to capture the use of cash transferred, investment pattern and measure program performance. This report provides an analysis of finding against the main objectives.	https://mcdl.mercycorps.org/gsdl/docs/TabangKOUncondCashTransfersPostDistReport.pdf	External
Applying Human-Centered Design in the Field *(Julisa Tambunan)*	*Mercy Corps partnered with IDEO.org to design a progrram and create tools to help Mercy Corps staff employ elements of design thinking in their work.* This document is a guide on how to apply human centered design in our field work, based on the practical experience which captures our process experimenting with HCD in program development.	https://mcdl.mercycorps.org/gsdl/docs/MCHumanCenteredDesignFieldLearning.pdf	Internal
Beneficiary Transaction Data Report	****not drafted; this is something we have talked about writing, but have not started**** *This report would present the analysis of the financial and mobile credit transaction data we have from about 5,000 beneficiaries for around 9*	NA	External

	months.		

III. **Research and Evaluations**

Title	Description	Link/ Location	Audience
WASH Evaluation *(Ninette Adhikari)*	This is the impact evaluation conducted four months after program end to measure the sustainability and usage of the ceramic filters and WASH facilities developed in schools and learning centers in all 15 target locations.	https://mcdl.mercycorps.org/gsdl/docs/MC2013PhilippinesTabangkoWASHEval.pdf	Internal
Beyond Meeting Immediate Needs: The Impact of Electronic Cash Transfer Approaches on Disaster Recovery and Financial Inclusion (aka: TabangKO Impact Evaluation) *(Causal Design)*	This evaluation of the TabangKO program employed a randomized controlled trial to explore how different cash transfer amounts would affect the use of financial resources and promote economic recovery after a natural disaster. It also examined how combining UCTs with an overview of financial concepts and a series of savings encouraging voice messages would impact savings behavior.	Full Report: https://www.mercycorps.org/research-resources/beyond-meeting-immediate-needs-impact-electronic-cash-transfer-approaches Summary: https://mcdl.mercycorps.org/gsdl/docs/TabangKOBeyondImmediateNeedsSummaryEval.pdf	External
TabangKO and SimulaKO Performance Evaluation *(Johan van Duijn)*	This comprehensive evaluation focuses on measuring actual performance against expected performance of the program in terms of relevance, effectiveness, efficiency, impact, sustainability, and program processes.	https://mcdl.mercycorps.org/gsdl/docs/MC2013PhilippinesTabangkoFinalEval.pdf	Internal
Do Financial Services Build Disaster Resilience? Examining the Determinants of Recovery from Typhoon Yolanda in the Philippines. *(Working Paper/ Baseline)* *(Jon Kurtz/ Daniel Hudner)*	Baseline data was collected from approximately 3,000 beneficiaries from all three of the TabangKO areas of implmentation. The aim of the baseline analysis is to understand the demographic profile of the target community and patterns in their financial behavior. This baseline data provided us information on the use of the cash transferred, impact of financial literacy messages on savings behavior of the beneficiaries and how it affects recovery and resilience of the targeted households to future disasters.	Full Report: https://mcdl.mercycorps.org/gsdl/docs/FinanceDisasterResiliencePhilippinesHudnerKurtz.pdf Baseline Summary: https://mcdl.mercycorps.org/gsdl/docs/MC2013PhilippinesTabangkoBaselineSummaryReport.pdf	External

Title	Description	Link/ Location	Audience
What Matters for Household Resilience? Lessons from Recovery in Western Leyte after Typhoon Yolanda (SAIS students)	This research aims to further understand how beneficiary household characteristics, as well as other critical factors, contributed to households' response and recovery after Haiyan. It will fill an important knowledge gap needed to inform future humanitarian interventions in the Philippines, and similar contexts that experience recurrent natural disasters. It is intended to build on previous research conducted by Mercy Corps and others that explore the connection between financial inclusion, livelihood diversification, social capital, and women's role and recovery outcomes.	https://mcdl.mercyco rps.org/gsdl/docs/Wh atMattersforHHResilie nceJHSAIS.pdf	Internal

IV. **Tools**

Title	Description	Link/ Location	Audience
Human Centered Design Mercy Corps Method Cards (Julisa Tambunan)	*Mercy Corps partnered with IDEO.org to design a program and create tools to help Mercy Corps staff employ elements of design thinking in their work.* This document is a set of flashcards with a summary of the method, instructions on how to get started, and tips on when to try this method/ tool. This set of HCD tools is a hybrid of Mercy Corps' and IDEO.org methods – and is tool that can be used by Mercy Corps field staff around the globe.	https://mcdl.mercyco rps.org/gsdl/docs/MC HumanCenteredDesig nCards.pdf	External
Encrypted Beneficiary Database template (Vaidehi Krishnan/ Ninette Adhikari)	As part of the 3Ps document, we have included a recommended encrypted beneficiary database template for collecting beneficiary registration data and basic data encryption. This document is an annex in the 3P document.	DME CONNECT posting	External
Minimum Standards for a Mobile Banking program (Vaidehi Krishnan)	This document is specifically designed for the implementation of a mobile banking program. This document is much more detailed with tips and tricks and is designed specifically for INGOs. It can be found as an annex in the 3P document.	https://mcdl.mercyco rps.org/gsdl/docs/Min StandardsMobileBanki ngPhilippines.pdf	External
Minimum Standards Checklist for Electronic Transfers (Vaidehi Krishnan)	This document is specifically designed for the NGOs as they design and implement an electronic transfer program. This document is much more detailed with tips and tricks and is designed specifically for INGOs. It can be found as an annex in the E-Transfers	https://mcdl.mercyco rps.org/gsdl/docs/Min imumStandardsETrans fersChecklist.pdf	External

	Workshop Report.		
Remittance Agency Sample Contract (*Vaidehi Krishnan*)	One of the biggest things that slows down the implementation of an e-transfers program is the contract negotiations with the service provider. This tool is a sample contract.	https://mcdl.mercycorps.org/gsdl/docs/PhUSAIDETransfersWorkshopLearningAnnexCSampleContract.pdf	External

V. **Other Documents**

Title	Description	Link/ Location	Audience
Human-Centered Design for Livelihood Recovery: Recommendation Document (*Julisa Tambunan*)	*Mercy Corps partnered with IDEO.org to design a progrram and create tools to help Mercy Corps staff employ elements of design thinking in their work.* This document is the recommendation for the program design.	https://mcdl.mercycorps.org/gsdl/docs/MCHumanCenteredDesignLivelihood.pdf	Internal
Typhoon Ruby Market Assessment Report 2014-2015 (*Roxie Diaz/ Ninette Adhikari*)	In December 2014 another large typhoon hit the Visayas, near our program areas. This report captures the findings and insights from our rapid assessment of markets in Samar in early 2015.	https://mcdl.mercycorps.org/gsdl/docs/MC2013PhilippinesEconomicImpactTyphoonRuby.pdf	External