

# Resources: Inclusive Human-Centered Design (HCD) for More Impactful Programming

UNC Water & Health Conference Side Event: A Debate and Discussion on the Power and Pitfalls of Human-Centered Design Through Case Studies with PRO-WASH & SCALE, iDE, CARE, and the Takunda Resilience Food Security Activity

## HCD Resources and Websites

Title and Link	Author	Description
<b><u>HCD for WASH: Resource Platform</u></b>	iDE & PRO-WASH	This online portal promotes innovative, sustainable, scalable community-centered solutions for WASH. It provides easy-to-use tools and templates, case studies, short videos, and more. Visit this portal to learn how to use HCD to design new technologies, service delivery models, behavior change strategies, marketing materials, and courses and training materials.
<b><u>HCD for Health Resource Center</u></b>	UNICEF	This website provides resources, case studies, and examples from using HCD in health interventions.
<b><u>Design Kit</u></b>	iDEO	The Design Kit is a platform to learn HCD, with sector agnostic examples, tools, and resources to try.
<b><u>Liberatory Design, Inclusive HCD</u></b>	National Equity Project	Liberatory Design builds on the legacy of best practices from human centered design, as well as fields like design thinking, complexity theory, organizing, equity, restorative healing, and beyond. Integrating themes of power, inclusion, and self-reflection into traditional HCD concepts, Liberatory Design Mindsets and Modes offer an alternative model to liberate designers from habits that perpetuate inequity, and to shift the relationship between the people who hold power to those impacted.
<b><u>Participation for Humanitarian Innovation Toolkit</u></b>	MIT D-Lab Humanitarian Innovation program and ELRHA	This toolkit outlines a robust approach to setting expectations for and monitoring the degree of participation within research and innovation projects for, with, and by crisis-affected people. This resource aims to drive diversity and inclusion within project design and implementation. The toolkit includes: Opportunity Adviser, Participation Matrix, Resource Navigator, Quality Guidance, and Assessment Matrix. By applying tools before, during, and after a research/innovation project, implementors can ensure that end-users are included and participating.
<b><u>qualKit</u></b>	Institute for Sustainable Development,	This website shares a curated set of qualitative monitoring, evaluation, and learning tools designed for gender equality and social inclusion programs. It focuses on remote applications during

Title and Link	Author	Description
	University of Technology, Sydney	travel-restricted times. Many of the tools can be used in an HCD process.
<a href="#"><u>SaniTweaks</u></a>	Oxfam	This resource provides step-by-step instructions for user centered design for emergency sanitation.
<a href="#"><u>User-centered Community Engagement (UCCE)</u></a>	Eclipse Experience	UCCE in rapid-onset emergencies needs to explore people's needs in-depth while engaging with as many people as scarce resources allow. This site has the UCCE digital toolkit, methodology, as well as case studies.
<a href="#"><u>Wash'Em process</u></a>	Action Contre La Faim, London School of Hygiene and Tropical Medicine, and CAWST	The Wash'Em process involves using five rapid assessment tools to understand behaviors. The resource was specifically designed for emergency contexts and links to program design. Each tool explores a different aspect of behavior. Findings are then entered into the Wash'Em software for tailored program recommendations.
<a href="#"><u>How Might We Integrate a Gender Lens Into Human-Centered Design?</u></a>	WomenLift Health Leadership Journey	This is a short video on how gender lenses can be incorporated into human-centered design. It provides a case example from work within the organization PATH.
<a href="#"><u>Applying HCD to Nutrition Programming</u></a>	Breakthrough ACTION	This course aims to support social and behavior change programs by providing an overview of how to use HCD to address nutrition-related behavioral challenges. By understanding the key steps and methods applied in each step, learners will gain a deeper understanding of how HCD can add value to their work and access a set of practical tools they can immediately put to use to develop, support, and refine nutrition programs.

### Case Studies on Using HCD

Title and Link	Author	Description
<a href="#"><u>How to Use HCD for Sanitation Products</u></a>	PRO-WASH, Population Services International, and PRACTICA	This document provides guidance on the skills, steps, and resources needed to conduct a rapid HCD process for improved toilet products in rural areas. The lessons and tips shared are based on work done as part of a broader sanitation market development exercise in the Maradi and Zinder regions of Niger with the USAID/BHA-funded resilience food security activities. Using the HCD approach to develop product options allows incorporation of ideas and feedback directly from the people who need improved sanitation solutions to ensure that the final products will meet both the needs and preferences of potential customers.
<a href="#"><u>Leveraging HCD and Market Approaches</u></a>	PRO-WASH, Care Bangladesh,	This learning brief is based on an applied research project that aimed to support SHOUHARDO III to identify low-cost, locally

Title and Link	Author	Description
<b><u>for Sanitation in Complex Operational Environments</u></b>	SHOUHARDO III, and iDE	available sanitation solutions in the Haor and Char areas of Bangladesh, using HCD principles. A short video that goes along with the learning brief is also <a href="#">available here</a> .
<b><u>HCD Approaches for Safe and Sustainable Latrine Construction and Utilization in Takunda Target Communities</u></b>	Takunda Resilience Food Security Activity and PRO-WASH	This learning brief shares design approaches for safe and sustainable latrine construction and utilization in Takunda communities in Zimbabwe. A short video that goes along with the learning brief is also available here.
<b><u>User-Centered Design (UCD) and Humanitarian Adaptiveness</u></b>	Adaptive Learning Network for Accountability and Performance (ALNAP)	This case study aimed to explore the factors that either support or hinder adaptive humanitarian interventions. It focuses on the application of UCD methodology to enhance humanitarian adaptiveness and how UCD can enable humanitarian actors to become more adaptive in their responses. The case study explores the utility, effectiveness, and applicability of UCD in supporting humanitarian adaptiveness, and how organizational structures, systems, and capabilities can support or impede its effectiveness.

### Tools Used During Today's Session

Title and Link	Author	Description
<b><u>Journey Mapping</u></b>	qualKit	Journey mapping help participants share and reflect on a particular experience, event, or activity. It helps detail the positive and challenging areas of their journey using pictures and narratives.
<b><u>Difference Mapping</u></b>	qualKit	Difference mapping is a way of exploring the different ways that different types of people experience an activity, practice, or resource.
<b><u>Build-a-Loo</u></b>	PRO-WASH & SCALE	Build-a-loo is a participatory card sorting activity to better understand participants' perceptions, attitudes, and preferences.

#### ACKNOWLEDGEMENTS

This document was originally created by the PRO-WASH & SCALE and the Gender and Youth Associate Awards for a Regional Knowledge Sharing Meeting. It was revised with inputs from partners for the UNC Water & Health Conference.

#### CONTACT INFORMATION

[prowashandscale@savechildren.org](mailto:prowashandscale@savechildren.org)  
[www.fsnnetwork.org/prowashandscale](http://www.fsnnetwork.org/prowashandscale)

#### DISCLAIMER

This document was made possible by the generous support of the American people through the United States Agency for International Development (USAID). The contents are the responsibility of the PRO-WASH & SCALE Award and do not necessarily reflect the views of USAID or the United States Government