

**Newsletter**  
Volume 2006 - I  
Issue 3 12-Mar-2006

Helping  People Network

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## 1 Personal Message

Hi there,

we are pleased to present to You the third Newsletter, mainly concentrating on the questions and remarks that You all sent us.

There have been many questions about how "things" will be practically organized, "who-does-what-and-when" and "who-do-we-contact". Since those questions effectively concern basic working methods, this newsletter will explain this theme in detail.

In the next Newsletter we will emphasize on questions about how we intend to handle and prevent misuse of Network "services" and "diversion" of resources.

Thanks & Bye for now! Have a good time!

Kind Regards,

Peter Maas

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## 2 Practical Working Process

Helping People Network is a non-profit organization, a worldwide group of people, with the intention to help the needing people to find the help they need and mediates between the needing and helping people.

Of course it is necessary to organize work processes like in any other organization, especially when participants are working in multiple locations. In our case, even speaking different languages!

Therefor we are identifying the following steps in the main process:

1. A Help Requestor contacts the Network,
2. Filing the help request,
3. Discuss the help request & a suitable solution with the help requestor,
4. Acceptance, study & consultation with experts,
5. Find and/or develop a suitable solution and plan,
6. Taking the case to interested helpers & aid organizations,
7. The implementation of the chosen solution & required local training,
8. Evaluation of the results with all involved parties.

Every step in the process and every communication event is documented in the Network's Database, which can be consulted by all participants.

### 2.1 Help Requestor contacts the Network

Most needing people will contact the Network through a local participant. Someone they know that may somehow be able to help them. In third world countries, trusting people is not very common, because of their "bad" experiences or maybe, because it's against their principles to ask help. It is therefor necessary to gain trust and respect locally.

Therefor the Network has to have local participants in the area, before really starting it's activities. Participants should optimally be persons who are already known in the community and interested to be the "eyes" and "ears" of the Network, contactperson for local needing people contacting the Network, possibly even be a mediator in (political) conflicts.

If a help request cannot be handled locally, the Network's contactperson will contact other Network contactpersons and/or the region's Network Coordinator and it has to be filed in the Network's Website/Central Database including all relevant information for communication purposes.

It cannot be expected from local Network contactpersons that simple help requests are being reported, although, of course, it is interesting to know what is being done in the region. Furthermore, an Internet connection will not always be available in the "middle of nowhere".

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## 2.2 Filing the help request

Filing the help request can be done by any participant by contacting the Network's Website. Normally this process step is handled by the local participant.

All important aspects of a help request must be reported to be able to find and implemented a suitable solution:

1. **Who:**
  - a. the help requestor(s) and other concerned persons,
  - b. Network participants involved,
  - c. ways to get in contact.
2. **Where:**
  - a. exact location and related concerned area's,
  - b. geo and political climate situation information.
3. **When:**
  - a. did something bad happen already or is it just happening,
  - b. is the situation worsening?
  - c. the cause and history of the worsening situation.
4. **What:**
  - a. is it an incident/accident like event causing trouble,
  - b. is a quick solution necessary to avoid further escalation
  - c. is it a bad situation the help requestor(s) and other concerned persons have to live with.
5. **Priority & Urgency:**
  - a. refer to Newsletter Issue 2, Theme 3 for the Network's handling of priorities when multiple requests have to be handled simultaneously,
  - b. of course, urgency defines how fast a request should be handled. The Network distinguishes following urgencies: LifeThreatening, LifeEndangering, CriticalEscalating, Critical, BlockingNormality, Corrupting, DamageControl, Development, Optimizing.
6. **State:**
  - a. during the processing of a help request, it is necessary keep track for all participants to know of what is going on and what to do next. The Network distinguishes following States: filed, engaged, accepted, studying, developing, searching-helper, found-helper, helper-accepted, implementing, completed, evaluated and archived.
  - b. In more complex implementations where several helpers and/or helping organizations are involved, at least one Network participant is involved in Task Management, documentation of the progress of the implementation and consultation with the help requestors.

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### **2.3 Discuss request & suitable solution with Requestor**

The help requestor is often the one best understanding the "undesirable" situation and possibly has some idea about a solution. This helps Network participants to develop a suitable and structural solution. Additionally, the local Network participant will (try to) make of complete picture of the situation. All information is documented in the Network's Database.

Although money may help in many cases for a quick solution, Helping People Network will always and aim at implementing structural solutions. But, of course, we realize that quick solutions are necessary in emergency cases, but should only be implemented to avert life threatening situations.

### **2.4 Acceptance, study and consultation with experts**

Now that a complete picture is made, other Network participants can start studying the case, consult with experts and experienced workers in the related field and look for similar cases and common solutions.

Before the Helping People Network starts it's activities in a chosen area, participants have already "explored" the market of helping people and organizations, who have been active in this area and therefor have important knowledge about the area. The classical example of cases where perfect technical solutions were implemented, after which they were not usable, because it was near impossible to obtain the required petrol locally. Previous experiences will prevent failures like that in the future.

### **2.5 Find/develop a suitable solution and plan**

After expert opinions and proposals have been collected, we will consult interested helpers and organisations with knowledge and experience in the field with this type of "problem", maybe even familiar with local authorities and other "influential" persons, procedures, customs and other "circumstances", that may prevent implementation of the chosen solution. Helping People Network intends to implement the simplest possible solution out of the list of best suitable alternatives. The perfect solution tends to be expensive, complicated and difficult to understand for laymen.

### **2.6 Taking the case to interested helpers/organizations**

Now that a clear picture of the situation as well as the best solution is found/developed, we have to find helpers/organisations who are interested in and have the resources to implement the solution. We will provide them with all collected information and make contact to the help requestor and the local Network contactperson.

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## 2.7 Implementation of the solution & local training

Now that everything is clear and ready to go, the implementation can begin, for which we have to rely on the helpers/organisations to "do the job" right for which their commitment is required. If several helpers/organisations are involved, at least one local Network participant will be "on site" to overview the implementation, coordinate and report on "irregularities" and "disturbances" that may occur. Furthermore, if required, additional Network participants will assist him/her in the implementation process. Helping People Network is taking responsibility for the completion of the job. In case something goes "wrong", other helpers/organisations are sought, to help out. We also maintain contact with the help requestor(s) and if required, organize (other) helpers to train the involved people to use and/or live with the implemented solution/situation.

## 2.8 Evaluation of results with all involved parties

After the project is completed, the new situation is evaluated with all involved helpers, help requestors and Network participants to find out if there is anything that needs to be improved.

After the Helpers have left, the Helping People Network will stay present and in contact with the help requestor(s) through:

1. the local Network contactperson
2. the regional Network Coordinator
3. if applicable for the Help requestor, we will grant him access to the Network's communication system to report "anything" to the Network.

As You can see Helping People Network will have to gather information about many different aspects before becoming active in an area. Therefore we would appreciate Your assistance in collecting information about aid organisations in Your area; contact information, what and where they work and what they have done in the past, their main activity, etc., etc. For the time being, You can us send this information by [Email](#).

Many Thanks in advance!

\_\_\_\_\_ End of Newsletter \_\_\_\_\_