

CCCM Cluster Yemen

Information Management Strategy - 2021

Jun 2021

1. Strategic Aim

Information Management (IM) serves as a foundation of the CCCM Cluster strategy and is essential for coherent cost-effective coordination as well as planning, designing, implementing, and evaluating CCCM and multi-sector humanitarian interventions. The Cluster will also use the data collected to push advocacy by:

- Updating the HCT/ICCM on national issues through drafting advocacy notes, escalating persistent gaps, and inputting to specific products utilized by the inter-cluster coordination system in Yemen, such as the protection updates. In the past, such issues included evictions, proximity to areas of active conflict and civilian impact
- Providing inputting to the Cluster with the aim of working with the ICCM, ICWGs, and RCTs to mobilize sectoral resources and form joint guidance¹
- The Cluster devised Communications and Advocacy strategies which aim at raising the CCCM profile in Yemen and advocating for funding and access to site populations, better quality interventions and a link to early recovery and development initiatives when feasible / appropriate

The IM strategy is based on the following steps:

1. Information gathering related to all IDP hosting sites
 - a) Design of data collection system and tools, in coordination with Cluster Lead Agency, SAG and Cluster partners
 - b) Capacity building of Cluster partners and relevant stakeholders on using the data collection tools
 - c) Supporting the methodology of any assessments, monitoring, surveys or reporting tools in order to make them suitable according to IASC agreements

¹ See CCCM Yemen: Communications and Advocacy strategies 2021

2. Storage of data and information in organized databases. From this part the IM team oversees the accuracy and the quality of the information provided
3. Analysis of the data and the information, along with visual analysis provision
4. Dissemination of the IM products through Cluster mailing list, CCCM Global Cluster website, Cluster Operation Data Portal, Humanitarian Response website



2. Data Collection Tools

CCCM Cluster uses various tools with different scopes and targets:

1. [IDP hosting sites master list](#)
2. [Eviction tracker](#)
3. [Indicator matrix](#)
4. [Site Report](#)
5. [Referral & Escalation System \(RES\)](#)
6. [Flood incident report](#)
7. [Fire incident report](#)

CCCM IDP hosting sites master list

The purpose of this tool is to have a monthly update on site population, status of sites, and changes in population. This tool gives a snapshot about HHs/population figures, site status, and site location information up to 'admin3' level (sub-district level). In order to standardize CCCM reporting, the rest of the IM tools is linked with the IDP sites master list.

Data Collection Form

- [IDP hosting sites master list Form in Activity Info](#)

Output Products & Links

- [IDP hosting sites master list - Excel](#)
- [IDP Hosting Site Dashboard](#)
- [Hub Products infographics](#)

CCCM Eviction tracker

While Cluster partners collect information on the land status and occupancy agreement through the CCCM site reporting tool, the eviction tracker is used to report and track active eviction threats and action taken.

Eviction threats and formal notices shall be reported by Cluster partners to the Cluster subnational coordinators every two weeks through the Eviction tracker. The subnational coordinators shall follow up with partners to update the eviction tracker every two weeks².

The Cluster coordination team will use the Eviction tracker to lobby key humanitarian stakeholders on the criticality of addressing HLP issues³.

Data Collection Form

- [Eviction Tracker Form in Activity Info](#)

Output Products & Links

- [Eviction Matrix dashboard](#)

CCCM Indicators Matrix

The Cluster indicators are updated by partners on Activity Info on monthly basis. Cluster partners report achievements on the HRP indicators at admin3/sub-district level. This provides the Cluster's progress against the HRP target.

Data Collection Form

- [CCCM Indicators Form in Activity Info](#)

Output Products & Links

- [Indicators Products](#)
- 4W matrix, shared with OCHA (a compilation of the indicators' reach)

² See the Cluster guidance note on eviction response, along with "Annex I: Implementation steps" and the Eviction response process map

³ See "CCCM Yemen – Advocacy strategy 2021"

CCCM site report

The objective of the CCCM site report is to profile and monitor IDP hosting sites where Cluster partners can reach, inform an evidence-based humanitarian response, illustrate the condition of IDP sites and prioritize needs and response. CCCM partners collect information through Kobo, which is then processed, analyzed, and visualized by REACH. Site reports are updated on yearly basis.

Data Collection Form

- CCCM Site Reporting Kobo Form

Output Products & Links

- [Online Site Report Interactive Dashboard](#)
- Factsheets (at site, governorate, and country level), all available on the online Dashboard

Referral & Escalation System (RES)

The purpose of the Referral and Escalation System (RES) is to track site-level sectoral gaps until their resolution and to enforce the roles and responsibilities of each coordination structure involved in the process. The RES is rolled out through an online database (Prodigy) where gaps can be recorded, referred, escalated to a higher coordination structure, and tracked. This system is utilized when a gap cannot be resolved by the CCCM partner at the site level and requires the support of upper coordination structure (i.e. area, subnational, and national). Gaps are classified according to the [Integrated Assistance in IDP Hosting Sites](#) which lists the minimum standards and specifications that are adapted for Yemen for each Cluster.

RES centralizes gap referral which allows for standardization of reporting format, prioritization and classification of gaps, tracking of referrals, and systematic escalation through the present layers of coordination. Cluster coordination team regularly monitors trends raised through the RES to implement relevant advocacy actions within the humanitarian system to escalate issues as appropriate⁴.

System Link

- [Referrals and Escalation System](#)

⁴ See “CCCM Yemen – Advocacy strategy 2021”

Flood Incident Report

The purpose of the CCCM Flood Incident Report is to capture sectoral gaps in affected sites by the flooding, tracking needs, flooding impact, current Referrals and access constrains, also to have a central CCCM coordination and feedback for better awareness rising and prevention practices. The CCCM partners collect Flood Incident information through an online Kobo Form.

Report Links

- [Arabic and English Forms](#)
- [Flood Incident Kobo Link](#)

Fire Incident Report

The Fire Incident Report was generated to track fire incidents at site-level, and to identify key sectoral gaps for urgent Coordination with other sectors and clusters , in order to have a better alignment and effective CCCM response. The fire Incident report is rolled out through an Activityinfo form to allow more dynamic editing by partners.

Report Links

- [Arabic and English Forms](#)
- [Fire Incident Report Link](#)

3. Data Collection Timeline

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
IDP Hosting Site Master List	X	X	X	X	X	X	X	X	X	X	X	X
Eviction Matrix	Based on need	Based on need	Based on need	Based on need	Based on need	Based on need	Based on need	Based on need	Based on need	Based on need	Based on need	Based on need
Indicator Reporting	X	X	X	X	X	X	X	X	X	X	X	X
Site Reporting (tent.)			X			X			X			X
Referral & Escalation System	On-going											

X = Implementation

4. Information Access

CCCM cluster information products are regularly published in the following platforms:

- CCCM Cluster Yemen [Operational Data Portal](#)
- REACH dashboard: [Site Reporting Dashboard](#)
- Humanitarian Response on Yemen: [CCCM Yemen Page](#)
- Global CCCM cluster: [Global Cluster Page](#)

Appendices

Appendix I: Cluster indicators

Appendix II: Referral & Escalation System (RES) flow chart A

Appendix III: Referral & Escalation System (RES) flow chart B

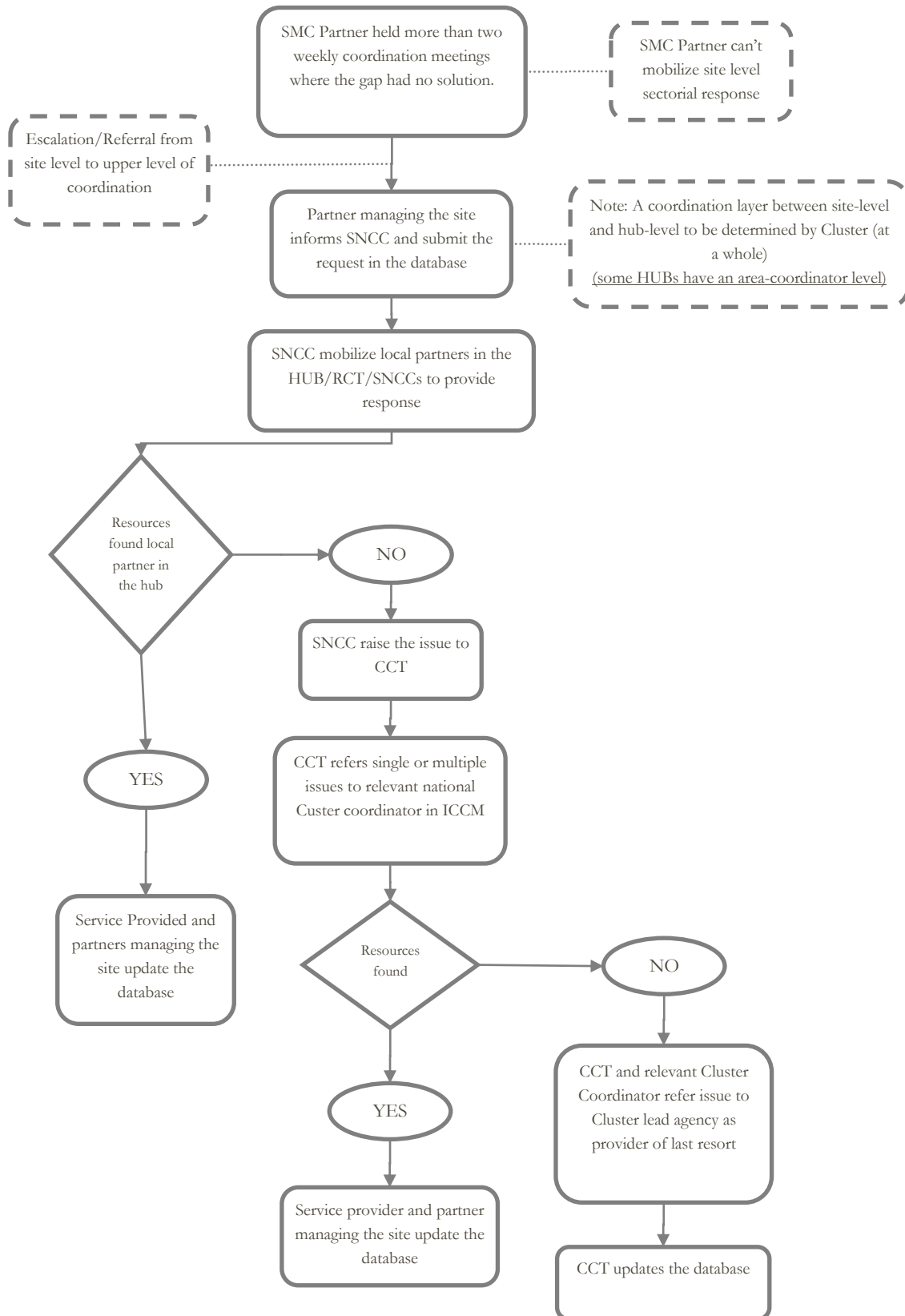
Appendix IV: Activity Info flow chart

Appendix I. Cluster indicators

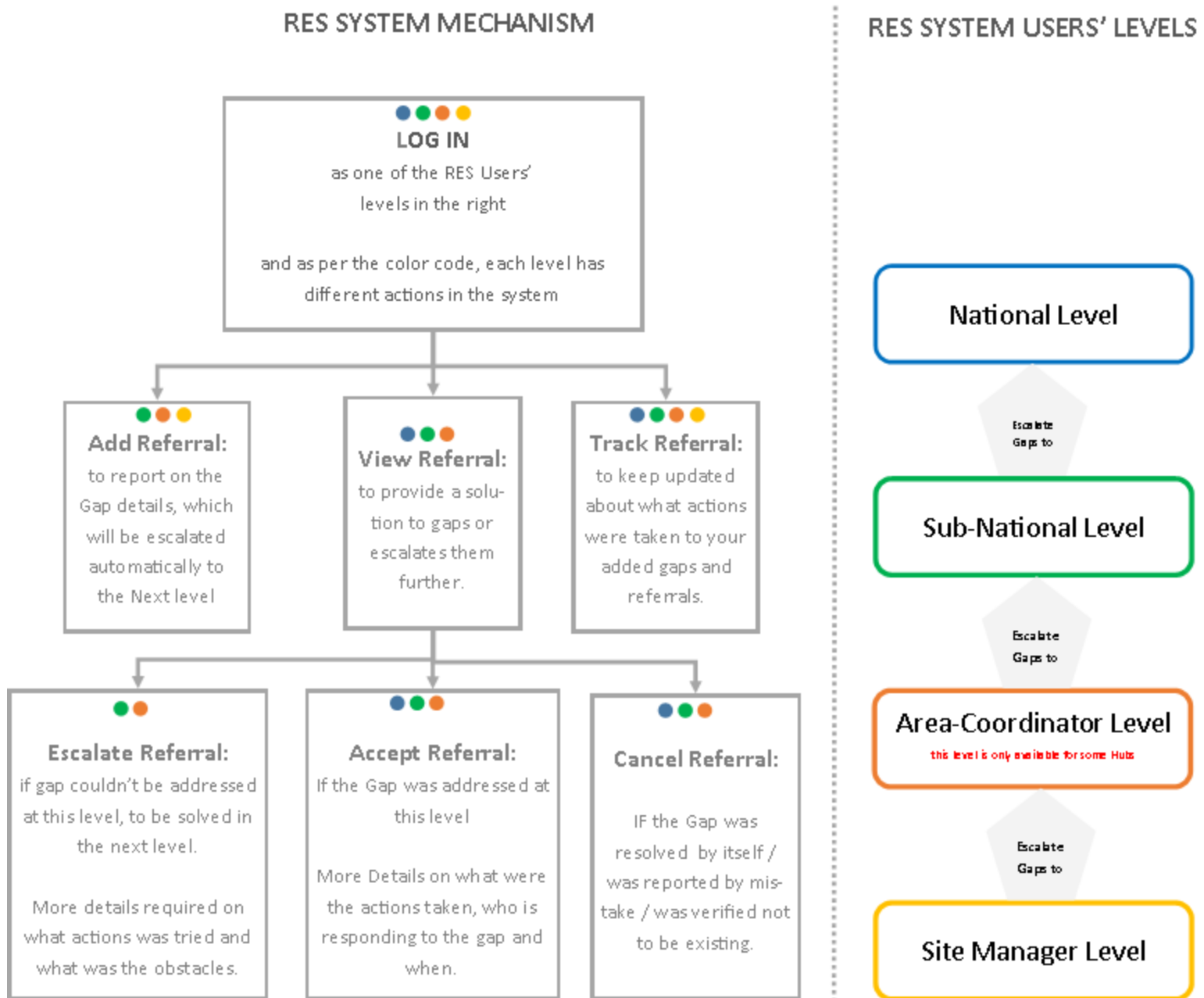
2021 indicators
of IDPs living in managed and supervised sites
of sites with functional monthly CCCM supervision and coordination systems
of static facilities providing specific services to vulnerable groups and PWSNs
of people whose needs and vulnerabilities are assessed through service monitoring systems
of CCCM staff and authorities who received training in Site Management
of inter-agency coordination meetings involving community representatives (i.e. representatives of the displaced and/or host community)
of community committee meetings facilitated
of sites with community self-organizing committees with inclusive participation
of members of the community self-organizing committees in IDP sites
of female/vulnerable/minority group committee members who are satisfied that their views were considered during decision-making processes

of conducted capacity-building trainings for community committees and volunteers
of community-based projects aimed at site development, infrastructure improvement, site risk reduction or livelihood activities
of HHs benefited from community-based projects aimed at site development, infrastructure improvement, site risk reduction or livelihood activities
of site maintenance projects that are implemented through CFW and community incentive modalities
people incentivized through CFW, site maintenance, or community-based-projects aimed at site development, infrastructure improvement, site risk reduction or livelihood activities
of sites receiving maintenance to address critical safety and infrastructural gaps
of information campaigns conducted
of site residents receiving information about available services and relevant issues
of sites with functional feedback and complaints mechanisms
of feedback/complaints received
of complaint or feedback investigated, resolved, or escalated (i.e. RES) and results fed back to the complainant within agreed timeframe

Appendix II Referral & Escalation System (RES) flow chart A: referral structure



Appendix III. Referral & Escalation System (RES) flow chart B: Software



Appendix IV. Activity Info flow chart

