

## The AAP Team is happy to share a round of updates for the first quarter of 2023!

The Accountability to Affected Populations (AAP) Newsletter is a consolidation of updates and initiatives supporting the implementation of the **IOM AAP Framework, IN/285**. The Newsletter will be published quarterly in 2023.

### HIGHLIGHTS, KEY PRIORITIES, AND ACCOMPLISHMENTS:

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### AAP TRAININGS IN IOM IN Q1

The AAP Basic online training on AAP implementation throughout the Humanitarian Programme Cycle has continued to grow in the first quarter of 2023.

In 2023, the AAP Team conducted local face-to-face trainings – reaching a total of 111 staff members across various country missions.

In Uruguay, two workshops were organized with various humanitarian organizations, including the UN, NGOs, and CSOs, as well as national and local authorities. The training focused on scaling up and integrating accountability principles in working with refugees and migrants, building trust relationships, and strengthening ties with host communities. Additionally, the team also conducted an internal session with IOM colleagues working in DTM to increase accountability in data collection processes.

The team also supported the implementation of an interagency training on Complaints and Feedback Mechanisms in the framework of the R4V Response in Latin America. The training involved frontline workers from across the region who assist refugees and migrants from Venezuela.



PARTICIPANTS FROM IOM URUGUAY AND OTHER PARTNER ORGANIZATIONS ENGAGED IN CONVERSATIONS ON HOW TO APPLY AAP PRINCIPLES IN THEIR WORK AND PROGRAMMES.

**AAP BASIC ONLINE TRAINING NOW ALSO AVAILABLE IN SPANISH**

**ON I-LEARN AND E-CAMPUS**

**USE ENROLLMENT CODE: IOM-AAP-2021.**

### NEW INITIATIVES TO STRENGTHEN AAP IN THE ORGANIZATION

#### AAP and Data for principled humanitarian action

The Accountability to Affected Populations and Displacement Tracking Matrix (DTM) teams have conducted exploratory sessions with eight regional offices and country missions from November 2022 to the first quarter of 2023. The sessions were participated to by over 60 DTM focal points to identify potential pilot activities to strengthen accountability mechanisms in data collection, analysis, and restitution to affected populations.

In 2023, pilot initiatives will be implemented in countries across the world to support DTM activities leveraging data through AAP for enhanced humanitarian action, improving processes of community engagement, participation, and data responsibility. The AAP team will deliver these trainings in Poland, Ethiopia, Mozambique, in the Regional Office for West and Central Africa in Dakar, and in more countries soon.



IOM DTM TEAMS CONDUCTING BASELINE ASSESSMENT AND REGISTRATION OF DISPLACED PEOPLE IN NIGERIA.

#### AAP and Localization in the Nexus

The AAP team will continue promoting the integration of people-centered approach and accountability principles in all crisis-related responses throughout 2023 whilst strengthening linkages with the Humanitarian Development Peace Nexus (HDPN) and Localization agenda.

Over the years, IOM has worked closely with local actors in delivering life-saving assistance even in the most remote areas affected by crises. Local actors play a key role in accessing and representing affected communities, implementing contextual project activities, and in communicating about the programmes in the language and format commonly used by the people. In addition to strengthening the capacities of local actors, IOM will promote and leverage local partnerships particularly in bridging humanitarian and devel-

opment work more seamlessly. AAP will advocate for increased engagement and partnerships with local actors such as NGOs, CSOs and community-based groups that are all vital to ensuring appropriate and sustainable responses to crises and towards building durable solutions.



A WOMEN'S CONSULTATION SESSION IN COX'S BAZAR, BANGLADESH.

## IOM LEADS GLOBAL STRENGTHENING OF COLLECTIVE AAP APPROACH

IOM is leading an inter-agency project in collaboration with select members of the Inter-Agency Standing Committee (IASC) AAP Task Force to help strengthen leadership engagement on AAP. The project will produce an AAP training and resource materials for in-country leadership and Humanitarian Country Teams (HCTs) using an evidence-based and multi-stakeholder approach.

To facilitate the development and pilot of the course content and online course design, a Steering Committee was created, composed of ten committed members of the IASC AAP Task Force. The steering committee is composed of IOM (as lead), UN Refugee Agency (UNHCR), World Food Programme (WFP), United Nations Children's Fund (UNICEF), UN Office for the Coordination of Humanitarian Affairs (OCHA) on IASC and Humanitarian Leadership Strengthening Section (HLSS), Core Humanitarian Standards (CHS) Alliance, CDAC Network, International Federation of the Red Cross and Red Crescent Society (IFRC), the IASC AAP Task Force coordinator, and Dhaka-based local NGO Network for Information Response and Preparedness Activities on Disaster (NIRAPAD). With IOM's leadership, the steering committee developed and rolled out an online survey to understand existing gaps and challenges in strengthening capacities of in-country leadership and humanitarian country teams. The survey received 138 responses – including 87 responses from chiefs of missions, country representatives, and country directors from 25 organizations in 70 countries. To complement the responses obtained through the survey, interviews and desk reviews were carried out with in-country leadership of UN agencies and international organizations.

Phase II of the project (Development and Design) was kickstarted through an in-person workshop held in Geneva on 27 April 2023 participated by members of the project steering committee. The workshop aimed at identifying the key resources and developing the course content based on Phase I (Planning and Mapping) and to share ideas regarding the design of the training. The participants discussed the various formats and modules that will be included in the online course.



INTER-AGENCY AAP PROJECT STEERING COMMITTEE, INTERCONTINENTAL GENEVA, 27 APRIL 2023

The global inter-agency AAP project is made possible by the  
USAID Bureau for Humanitarian Assistance







© IOM 2022 / IOM - 2ND GLOBAL AAP WORKSHOP PARTICIPANTS

## GLOBAL AAP WORKSHOP

The 2nd Accountability to Affected Populations (AAP) Global Workshop took place in Geneva in November 2022. The event focused on taking stock of the progress and challenges since the launch of the AAP Framework IN/285. Through engaging sessions and debate, the workshop also explored how to strengthen IOM's leadership and capacity for collective AAP initiatives. The workshop was participated by Chiefs of Missions (CoMs), technical specialists across divisions in headquarters, Regional Thematic Specialists and AAP Practitioners who brought to the workshop their different perspectives and experiences from a variety of IOM contexts. The event ended with an open forum led by the Deputy Director General for Operations, Ugochi Daniels, who reiterated her support in strengthening the implementation of the AAP framework whilst answering practical questions from participants. The discussion also covered the vision and plans for expanding AAP action particularly at leadership level. The workshop's highlights also included a panel discussion involving the CoMs from Cambodia, Moldova, Mozambique, and Somalia. The panel answered questions about the significance and relevance of AAP in their respective roles.

### ***What does "being accountable to affected people" mean?***

The CoMs stressed the need for meaningful engagement with affected populations, overcoming resource limitations, and integrating AAP to enhance credibility and to better inform programming. They emphasized that accountability is crucial as it directly affects people's lives and survival and the need for effective feedback mechanisms to ensure that CoMs are fulfilling their responsibilities.

### ***As CoMs, what have been the practical challenges to AAP within their country offices?***

The CoMs discussed obstacles such as resistance to change, difficulties in building a clear narrative and commitment to AAP, the high cost and intensive labour involved in implementing and conducting feedback analysis, and challenges in working with implementing partners. The challenges emphasized the need for effective leadership and team commitment to overcome these obstacles to successfully implement AAP.

### ***What is the key information you wished you had as CoM to fulfill AAP / people-centred approaches?***

There is an increased need to give credibility to information gathered through AAP and people-centred approaches, as well as for a structured framework for humanitarian actors to understand their role and develop effective AAP processes. They also highlighted that donors must be champions in supporting the implementation of AAP and enhancing the efficiency of humanitarian aid work.

**The past year was a busy one for the AAP Team. If you want to read a recap of what happened, you can read the [IOM AAP 2022 Highlights document](#).**

## AAP CHAMPIONS' CORNER: WORDS FROM IOM CHIEFS OF MISSION

Over the years, IOM has championed the rights and dignity of the migrants, refugees, and communities we seek to serve by ensuring a people-centered approach. Meet the committed Chiefs of Mission that push our commitment on AAP forward in IOM missions around the world!

### Kristin PARCO, CoM, IOM Cambodia



“My background in health proved invaluable during the COVID-19 pandemic and helped me in championing AAP and risk communications and community engagement (RCCE). IOM Cambodia was one of the few country missions that developed RCCE during the COVID-19 response, and I was pleased to see how engaging and establishing two-way communication with the affected people helped in the response and created positive impact. Fostering communication and engagement with the affected populations and showing accountability to the people we serve has always been the cornerstone of my work at IOM. I have always valued community voices in shaping humanitarian and development efforts and as a Chief of Mission, it is also of equal importance to me that our partners and colleagues understand AAP and hold responsible and accountable to the communities we serve.”

### Lars LONNBACK, CoM, IOM Moldova

“The reason that IOM exists is to serve people when they need assistance, support, dignity, transparency, and integrity in a humanitarian response. AAP is an essential part of this – we cannot do our work without including people affected by crisis in our decisions and actions. The best humanitarian action is one that seeks to understand what people need by listening more than talking, rather than rely on meeting a set of pre-defined boiler-plate deliverables. In Moldova, at this time of crisis, all staff are empowered and encouraged to explore ways we can do better at our accountability obligations. I believe that AAP is not a box you can just tick, it is a continuous process to make us better humanitarians.”



### Dr. Laura TOMM-BONDE, CoM, IOM Mozambique



“Creating an environment of accountability towards communities, partners, and other counterparts, especially for the most vulnerable and marginalized groups, is vital for me as Chief of Mission. AAP is essential to IOM in Mozambique across our humanitarian programming, development-oriented action and contributing towards more peaceful societies as it can truly help understand community needs and connect them with available services. For example, we have established a mission-wide complaint and feedback mechanism that allows us to listen to the community and collect complaints that need to be addressed promptly. Using this channel, we have been able to refer almost 2,000 people to relevant services based on feedback from

the community. CCCM is another strong entry point to community engagement for the mission. We set up 89 IDP committees across Northern Mozambique, which help us foster displaced communities' participation in decision-making to influence assistance dynamics that affect people's lives. AAP in Mozambique also closely collaborate with and consider PSEA principles, and we continue to expand both areas to contribute to the accountability towards the affected community that we carry out in the country.”

## MEET THE IOM AAP TEAM

To enhance our support for missions integrating AAP into their work, strengthen accountability approaches, and lead interagency initiatives, we are expanding our team and bringing on new members who will work with other departments and teams.



**Christie BACAL-MAYENCOURT, AAP Policy and Project Advisor**

Christie has specialized in AAP and human rights for over a decade in multiple UN agencies. Since 2018, she has been leading IOM's institutional approach to AAP: from developing the mandatory AAP Framework to its implementation across the organization whilst building IOM's portfolio as a significant contributor to collective AAP at the global level. She currently heads the BHA-funded inter-agency project. Christie is an attorney by training and considers herself a proud

'accidental humanitarian' since she joined IOM Philippines in 2012 as a local camp manager in her hometown in Cagayan de Oro.

**Elena PEDRAZZANI, AAP Officer**

Elena has worked in the humanitarian sector with global, regional, and local roles for over ten years, focusing on AAP and community engagement over the past 7 years. Elena has recently worked as AAP Specialist in the Response for Venezuelans (R4V) deployed by NORCAP supporting IOM. As AAP Specialist, she will focus on strengthening internal AAP in IOM, supporting mainstreaming and integration in the organization's work and helping missions expand their AAP work locally.



**Pedro ARRIAZA, AAP and Data Consultant**

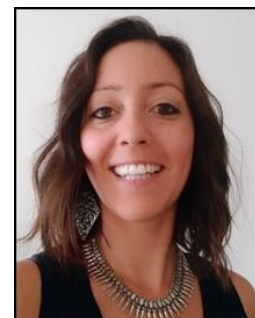
Pedro has worked across the humanitarian and development sectors for 7 years, with roles in protection, crisis settings, and the Humanitarian Development Peace Nexus across different regions, with a special focus on community engagement and participation, AAP, and data analysis. As AAP and Data Consultant, he will work together with DTM in leveraging AAP data for principled humanitarian action and for strengthening the capacities of international and local staff for data activities and processes.

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### Anahi IACUCCI, AAP Training Consultant

Anahi is an internationally recognized expert with more than 13 years of experience working in community engagement, accountability, and humanitarian technology. In her career, Anahi worked in 40+ countries around the world to support humanitarian and human rights projects with international organizations. Anahi also works extensively on misinformation and rumours, data-driven decision-making, risk communication, and social and behavioural change communication. Her experience in projects all over the world, covering roles from AAP and Technology Advisor to Country Director, gives her a unique ability to look at all aspects of AAP, from all levels of the organization.



### Sophie CLERC, AAP Support Officer



Sophie is a Human Rights Law graduate and has been involved in refugee rights advocacy and community-based alternatives to justice. Sophie joined IOM in July 2022 as intern for DOE's Emergency Response Unit where she worked extensively on PRD's Localization strategy, L3 response coordination, and diaspora engagement. These diverse foci stirred her interest for building accountable, principled, and empowering humanitarian support mechanisms.

The global support for the implementation of the IOM AAP Framework is made possible through the Migration Resource Allocation Committee (MIRAC) funding.

## CONTACTS

[AAP@IOM.INT](mailto:AAP@IOM.INT)

Contact us for feedback or if you have questions, would like to share good practices on AAP with the wider Organization or want to learn more about any of the information in this newsletter.

INTERNATIONAL ORGANIZATION FOR  
MIGRATION

17, Route des Morillons  
CH-1211 Geneva 19, Switzerland

+41 22 717 9111

[hq@iom.int](mailto:hq@iom.int)

[www.iom.int](http://www.iom.int)

