

Welcome to the 2023 Q3 Accountability to Affected Populations (AAP) newsletter!

Over the past months, the team has continued to support regional and country missions to ensure an ongoing positive impact in the communities we serve. We are thrilled to share with you the remarkable developments achieved over the third quarter of 2023, which include global capacity strengthening, data responsibility, and collective accountability.

We are also excited to showcase the growth of our AAP community of practice and related webinars. Please join by emailing us at aap@iom.int or by visiting the AAP SharePoint and AAP Forum.

HIGHLIGHTS**I. Capacity Strengthening****a) Regional AAP training in the Regional Office for Western and Central Africa in Dakar, Senegal**

The DOE AAP team conducted a 3-day AAP regional training in Dakar, Senegal from 20-22 September 2023. The training was attended by 25 staff members from Burkina Faso, Cameroon, Central African Republic, Mali, Niger, Nigeria, Ivory Coast, Mauritania, Chad, and from the Regional Office, encompassing a diverse range of roles from program and thematic specialists to data and Displacement Tracking Matrix (DTM) officers. It aimed to strengthen regional efforts in creating a roadmap that will identify concrete actions to strengthen AAP in the region whilst strengthening collaboration with other cross-cutting thematic areas of work, such as gender, Protection, Gender-Based Violence (GBV), and Protection against Sexual Exploitation and Abuse (PSEA). The training focused on implementing the [IOM AAP Framework, IN/285](#) and data responsibility with emphasis on Protec-

tion, GBV considerations, and the inclusive participation of vulnerable women and girls. Participants gained insights and skills to integrate AAP principles into their work and ensure partnership with affected and local communities for safer and responsive assistance. The training was partially supported by the “Safe from the Start” project.



AAP training in Dakar, Senegal (20-22 September 2023)

II. AAP and Data

a) Strengthening AAP integration in Displacement Tracking Matrix (DTM) operations in Ethiopia

The AAP Team delivered a thematic capacity building to the Displacement Tracking Matrix (DTM) team in Bishoftu, Ethiopia between 18 and 20 July 2023. Staff coordinating DTM activities and field project assistants from multiple field locations participated in the training. This capacity building session was delivered in preparation for the next DTM round which will inform the Humanitarian Needs Overview (HNO) for 2023. The training resulted in broadening the geographic coverage and sectors of intervention for CFM cases and was followed by an initiative where DTM staff distributed practical information and communication material about hotline utilization to affected communities. As a result, the volume of reported hot-

line calls tripled from July to August 2023. The in-country AAP team is now working on preparing a series of AAP trainings that include DTM data enumerators and partners.



AAP-DTM Training in Bishoftu, Ethiopia, 18-20 July 2023

b) Regional Displacement Tracking Matrix (DTM) People-Centred Data Workshop

DOE AAP and the Displacement Tracking Matrix (DTM) collaborated to deliver a Regional DTM 'People-Centered Data' workshop in Panama on 24-28 July 2023. The workshop was attended by 45 staff members from the Central

America, North America, South America, and Caribbean regions. Participants included DTM coordinators — who are crucial for the missions to integrate AAP and related principles including data responsibility, inclusive participation, and accountable data management into their country strategies for 2023-2024. The training was also attended by the IOM Special Envoy for the Regional Response to the Venezuelan Situation Diego Beltrand who intervened to highlight the essential role of people-centered data processes in effective humanitarian response in the region.



People-Centred Data Workshop, Panama, 24-28 July 2023

III. Complaint and Feedback Mechanism (CFM) implementation

a) Zite Manager

Zite Manager is a global Camp Coordination and Camp Management (CCCM) initiative to standardize and rollout multi-sector, collective Complaints and Feedback Mechanisms (CFMs) and accountability systems. To date, Zite Manager has collected, referred and managed over 434,000 pieces of feedback across countries. Between July

and September 2023, the Zite Manager programme continued to grow and was implemented in the Democratic Republic of Congo (DRC) – with full scale-ups being completed across the entire CCCM operations in Somalia, Yemen and Ethiopia. By the end of September, DRC's CCCM team in Goma had adopted the tool . . .

. . . to collect and refer over 750 pieces of community feedback in their first month of operation. During the same time, Ukraine also worked with Zite Manager to begin Site Referrals for collective centres across the country. This will bring the total number of countries using Zite Manager to ten by the end of the year.

At a global level, the program set up a governance structure comprised of a Steering Committee and an Operational secretariat to better support the program and partner countries. In the final half of the year, the team is busy

with finalizing newly developed e-learning modules and detailed guidance documents for CFM and other related systems. The application also saw substantial updates in the user-interfaces – many of the dashboards, application pages, and webpages were redesigned to streamline its appearance and make it easier for users to refer and interact with relevant information.

For more information visit www.zitemanager.org, sign up to the Zite Manager newsletter, or contact the team at zitemanager@iom.int.

b) CFMs in practice: A look at the 2022 Ukrainian response

“A Complaint and Feedback Mechanism (CFM) is critical for making any program implementation effective and accountable to the people we aim to help. Without one, we do not know what we might have missed or where we may be going wrong. With one, we can adjust and correct our work as needed and complaints can be referred and addressed.

With the full-scale invasion of Ukraine in 2022, IOM has had to expand its roles, tasks, and humanitarian support massively and suddenly in the mission. This meant that an existing small hotline handling dozens of weekly calls had to quickly transform into a CFM capable of handling over a thousand enquiries a week. This expansion is not just technical and operations must rapidly change for the CFM to become effective.

The first step is to identify the communication channels people can use and we can handle. As well as expanding the call centre, we observed that significant numbers of people preferred using email and social media – especially

in places where fixed line phone networks were not working. Hence, CFMs must monitor channels of communication to monitor rapid changes in circumstances and adapt to them.

Furthermore, gathering feedback is not useful if people cannot use it. It is just as important: (1) to communicate with users and communities who will use their complaints and feedback and why; (2) to communicate the findings with IOM programme units – to explain the relevance of and lessons learnt from CFMs so they can adjust their work; and (3) to communicate well to the CFM team too. CFM teams are often first respondents who need to be looked after as they deal with an incredibly stressful job in a war where many of their own families were involved. These are just some of the lessons learnt from an experience to set up a large and effective CFM in a very short time amid a huge conflict.”

Justin Scharf Barad, M&E Officer, IOM Ukraine and
Fan Man Tsang, AAP Specialist, IOM Ukraine

IV. Improving Collective Accountability

a) BHA Project: IOM leads global strengthening of collective accountability approach (Phase II)

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. On 13 September 2023, the

Inter-Agency Standing Committee (IASC) AAP Task Force concluded Phase II of the project (Development and Design). Participants agreed upon module content and key user experience and layout aspects of the . . .



... online training for in-country leadership and Humanitarian Country Teams (HCTs). Moving forward, the IOM AAP team will partner with Staff Development and Learning (SDL) and adult learning experts to materialize the training before entering Phase III of the project (Pilot and Launch) by the first quarter of 2024.

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



Inter-Agency AAP Project Steering Committee Workshop,
Geneva, 13 September 2023

THE AAP TEAM IS GROWING!



The AAP team in HQ provides policy and programmatic support to regional and country missions for the institutional implementation of the [IOM AAP Framework, IN/285](#), to lead interagency initiatives, and to collaborate with other teams.

The AAP HQ team is made up (from left to right) of **Matías De La Mota**, AAP Consultant, **Christie Bacal-Mayencourt**, Senior AAP Policy and Project Advisor in IOM HQ, **Sophie Clerc**, AAP Policy and Programme Support Officer, **Elena Pedrazzani**, AAP Specialist, and **Pedro Arriaza**, AAP and Data Officer.

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

Unlock your knowledge of AAP with the [Basic AAP Online Training](#) (also [available in Spanish](#)) designed to provide the knowledge of what it takes for an accountable IOM action.

Via [E-CAMPUS](#), **USE ENROLLMENT CODE: IOM-AAP-2021**

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