

NFI/Shelter/CCCM Cluster Meeting

Sunday 20th August 2017 10 – 12:00 PM

Agenda

Action points from previous meeting

HRP/HNO 2018 - Update

IDP Hosting Site/CCCM Baseline Assessment – Update

Cluster Coordination Performance Monitoring (CCPM)

Cluster Partners Capacity Mapping and Technical Support

Presentation from Protection Cluster

Session with National NGOs

AOB



Introductions/ Ground Rules

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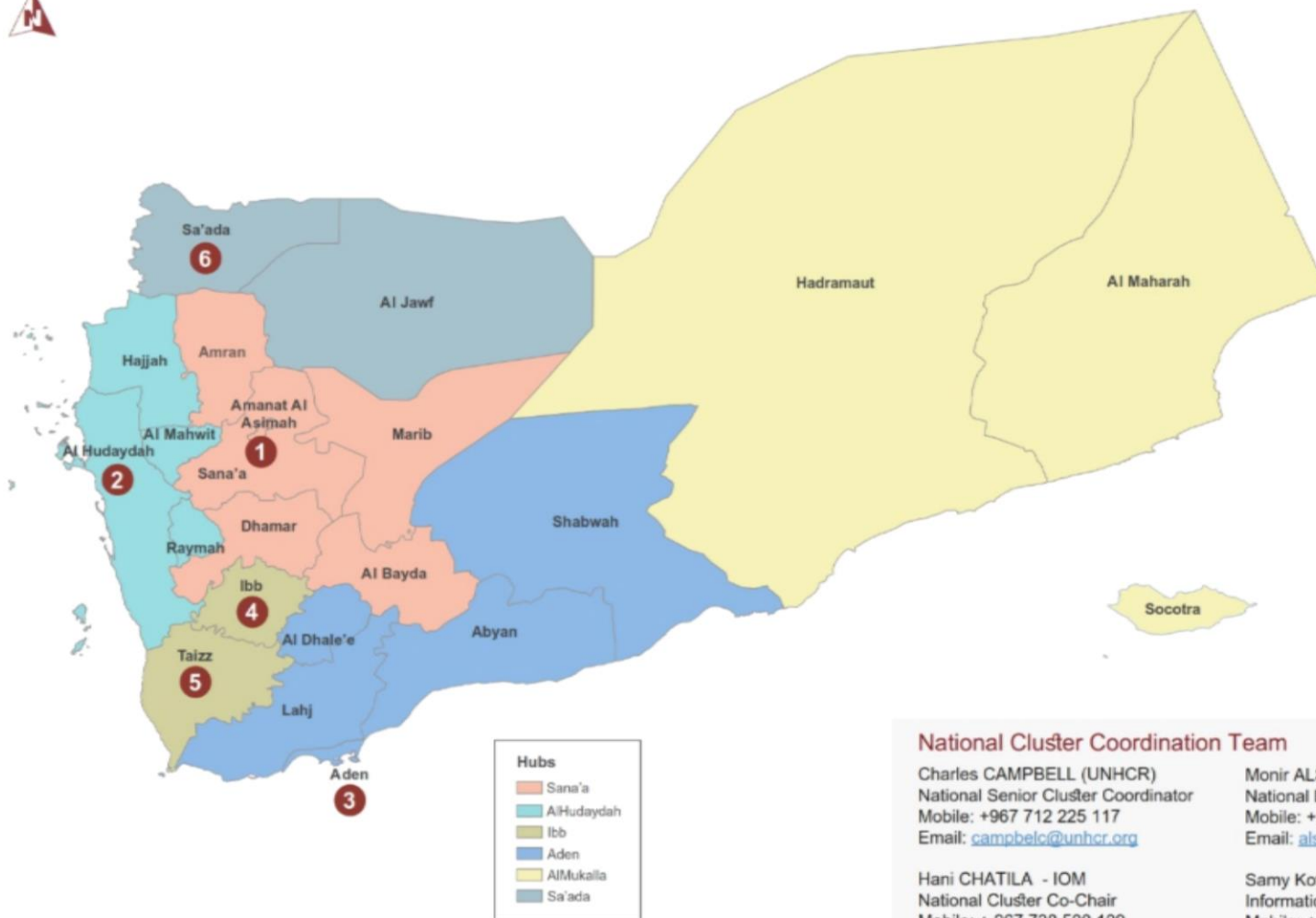
Yemen: Shelter / NFI / CCCM Cluster Sub-National Structure (as of July 2017)



SHELTER CLUSTER
تنسيق المأوى الإنساني



YEMC
CCCM CLUSTER
تم مجتمعات النازحين



* Final report of the Call for Expression of Interest is under drafting process.

Creation date: 26 July 2017 Sources: Cluster Coordination team, OCHA. Feedback: im.yemen@sheltercluster.org <http://www.sheltercluster.org> <http://www.globalccmcluster.org> <https://www.humanitarianresponse.info> <http://reliefweb.int/>

"The boundaries and names shown and the designations used on this map do not imply official endorsement or acceptance by the United Nations."

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Shelter Cluster Yemen
ShelterCluster.org
Coordinating Humanitarian Shelter



CCCM CLUSTER
SUPPORTING DISPLACED COMMUNITIES
www.cccmcluster.org

Review of Action points from previous general meeting

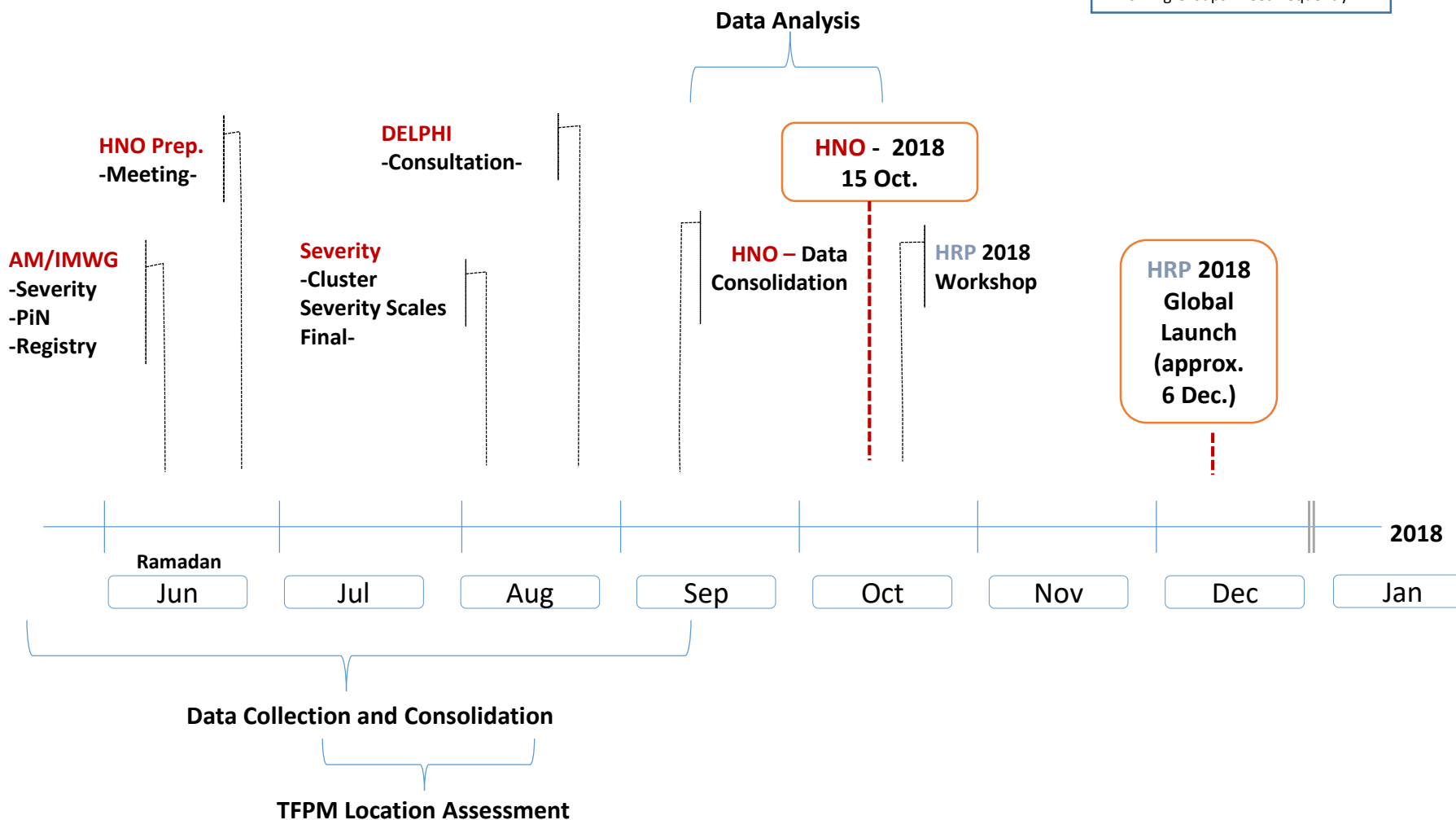
No.	Description of Action Point	Update	Status
1	Cluster Co-Chair to summarize Emergency Response guideline learning from experience of the recent emergency in Hajjah.	Completed. Shared with CCT, awaiting feedback prior to sharing with Cluster.	Ongoing
2	CCT will share the IST and the finalized cluster simplified needs assessment forms.	This was raised on 30th of July and 13 of August ICCM meetings to move this recommendation forward. On 16 th of August, this issue was also raised at the IMWG for further follow up.	Ongoing
3	Suggestion to institute a system of tracking issues encountered by Partners to negotiate with the authorities, however should be clarified with OCHA process to not create another layer of coordination/reporting without added value.	Information shared with Cluster. All incident reports to be shared to Access WG while copying Sub Cluster focal pt as well as National CCT.	Completed
4	It was agreed to prioritize the development of tools for operationalizing the rental subsidies guideline	Draft of operational tools created for TWiG. Tools will be shared with Cluster for approval by end of August 2017.	Ongoing
5	CCT will share a draft of cash for shelter tools	On schedule. Tools will be shared in early September.	Ongoing
6	Call for Expression of Interest for Sub National Cluster Ibb Governorate sent out on 14/06/2017	Results analyzed and decision shared with Partners on 16/09/2017	Completed

Review of Action points from previous general meeting

No.	Description of Action Point	Update	Status
1	CCT will circulate the registration form of HI training.	The first training have not been conducted yet by HI. It was agreed with Charles to keep this point pending.	Completed
2	Compile and share feedback mechanism reports. Contact CSSW and HFY in order to include feedback mechanism experiences in SitRep	SitRep issued and included CSSW and HFY experiences. We can compile and share main findings, might be good for the rest of the partners	Completed
3	CCT to circulate softcopy of the FTS document circulated during the meeting.	Documents shared	Completed
4	CCT to share shelter needs assessments and try to link partners who have the capacity to fill in the gaps.		Ongoing
5	CCT to circulate the PPT of the session.	The English version was already shared and the Arabic version will be shared this week.	Completed
6	CCT to share cholera prevention map as well as IEC materials approved by WASH Cluster.	Maps and IEC materials shared	Completed
7	CCT to share the revised EESK by Sunday for the TWiG members to provide comments by Tuesday.	Revised EESK finalised and Shared. Training to be carried out on 28 th August in Ibb organised by ACTED	Completed

Yemen HNO/HRP Calendar 2018

Humanitarian Programme Cycle Process



HNO 2018 – process

- Cluster Needs Indicators selected
- Cluster Needs Severity
- Data from
 - Cluster needs Assessments
 - Delphi (expert consensus) group discussions
 - Other sources i.e. TFPM, Location Assessment, CSO, etc.
- Severity Scales determination
- Data streams available
- Severity scales sent to OCHA
- Delphi discussions – relevance
- Inter Sector needs severity – methodology
- People in Need (PIN) estimates – methodology
- Severity scales data and PIN sent to OCHA

HNO 2018 – Timelines

No.	Dates	
1	31 Jul	OCHA circulates clusters' 2018 HNO Guidance note and 2017 HNO severity scales and discussion guides
2	31 Jul to 8 Aug	Clusters HNO templates review 2017 scales and discussion guides and revise as needed. OCHA develops 2018
3	13 Aug	Clusters submit final revised severity scales and discussion guides to OCHA. OCHA provides HNO templates to record final information.
4	13 Aug to 14 Sep	Clusters accumulate data to populate severity scales. OCHA, clusters and RCTs or Clusters organize and carry out field Delphi discussions
5	15 Sep	All data and discussion results are due. Clusters begin compiling results in OCHA templates
6	24 Sep	Clusters return completed templates to OCHA, including HNO severity scores, PIN estimates and brief narratives
7	1 Oct	Draft HNO circulated for comments (72 hours to HCT and ICCM)
8	5 Oct	Deadline for comments on draft HNO
9	10 Oct	2018 HPC Workshop (Sana'a and Aden) presenting HNO results and identifying top-line strategy for 2018 YHRP
10	15 Oct	Final 2018 HNO published

HRP 2018 – process

The YHRP is a strategic and operational planning tool for humanitarian actors responding inside Yemen. Its purpose is to support strategic decision-making on the scope and priorities within the collective response and to support these priorities with operational plans based on solid needs analysis.

The YHRP has two main parts:

- A country strategy that includes a brief narrative, response-wide strategic objectives and indicators
- Sector response plans, with sector objectives, activities (with accompanying projects) and financial requirements.



HRP 2018 – process

YHRP Process

Clusters develop one year, activity-based operational response plans

Clusters each develop one operational response plan that covers all hubs, based on feedback from partners. The activity-based operational response plan will be the basis for subsequent project development and includes:

- Cluster objectives (in line with proposed YHRP strategic objectives)
- Cluster activities, including information on activity locations, indicators, targets, financial requirements and priority level (at governorate level)
- Cluster strategy (brief narrative)

Clusters send completed response plan templates to OCHA

2018 YHRP Workshop

Presentation of overall country strategy and constraints (OCHA) and sector operational response plans (Clusters).

Draft 2017 YHRP circulated to HCT and ICCM for comments (48 hours)

2017 YHRP published

- **Objective** : Establish a multi-sectorial baseline to monitor of IDP Hosting Sites and provide priority protection and assistance support.
- **Geographic Coverage** : 22 Governorates – UNHCR 4 (Amanat Al Asimah, Amran, Marib, Dhamar) - IOM 18
- **Partnerships** : UNHCR, IOM, REACH, ExU
- **Progress** – 4 Governorates assessed and analysis being completed, 6 Partners providing Site Management and Site support services, YHPF 2017 first allocation limited integrated support. IDP hosting Sites guidelines completed and ExU and Partners trained.
- IOM now working in 660 Sites in 12 Governorates Taizz, Lahj, Ibb, Aden, Al Baydah, Al Dhale, Abyan, Shabwah, hadramaut/socotra, al Mahara and Al Ajwaf. 3 Governorates access being negotiated with ExU.
- **Next Steps** – Complete Baseline assessment and prioritize by Oct 2017. Meanwhile on rolling basis engage with other Clusters (National & Sub National) on site support, further capacity building in Site management, seek donor and political support to comprehensively address gaps identified.

IDP Hosting Site/CCCM Baseline Assessment

Yemen CCCM IDP Site Assessment: Collective Centers and Spontaneous Sites Comparative Analysis of Needs - June 2017



Findings presented here were collected from key informant(s) in the IDP sites during the CCCM Site Assessment organised and supported by the Cluster coordination team and cluster partners engaged in the activity. Severity of needs
The data collection for baseline is carried out by UNHCR in Amanat Al Asimah, Amran, Dhamar and Marib governorates (June 2017) and by IOM by 18 other governorates (ongoing as of July 2017).
Analysis and production of outputs has been supported by REACH.

Severity of needs
Very High
High
Medium
No or Low

The Comparative Analysis of Needs in IDP sites aims to support humanitarian actors in prioritisation of sites from the most critical and in need to the least. Severity of needs should be compared only between sites for given sector and not between sectors.

Governorate: Amanat Al Asimah

#	Governorate	District	Location Name	Site Name	Population	Camp Management	Shelter & NFI	Water Access	Sanitation & Waste Removal	Health	Food Security	Education	Protection
1	Amanat Al Asimah	Ath'atharah	Alragu	Center of The Educational Channel	85								
2	Amanat Al Asimah	Ath'atharah	Southern Bir Zaid Neighbourhood	Southern Bir Zaid Neighbourhood	49								
3	Amanat Al Asimah	Bani Al Harith	Aldarpaeen	Al Khamees	327								
4	Amanat Al Asimah	Ma'in	Beir labn	Naseebah Center For IDPs	93								

Yemen CCCM IDP Site Assessment Collective Centres and Spontaneous Sites



SITE PROFILE

Governorate: Marib	Location: Abu Dubae	Site identification code: R1Q00334
District: Mahiyah	Site Name: Abu Dya'a	Assessment date: 06/06/2017

Demographics

Number of individuals in the site:	63
Boys aged under 4:	6
Girls aged under 4:	4
Boys aged between 5 and 17:	8
Girls aged between 5 and 17:	9
Males aged between 18 and 60:	15
Females aged between 18 and 60:	13
Males aged above 60:	4
Females aged above 60:	4

WASH

Access to water in the site: Everyone/nearly everyone has problems accessing water

Primary water source: Collection directly from borehole

Secondary water source(s):

Piped water into dwelling:	No
Piped water connected to public tap:	No
Illegal connection to piped network:	No
Connection directly from borehole:	No
Dug well / spring protected:	No
Dug well / spring unprotected:	No
Rainwater tank protected:	No
Rainwater tank unprotected:	Yes
Water trucking:	No

Shelter/NFI

Site first occupied:	01/04/2015
Camp management type:	Private/Voluntary

IDP Hosting Site (CCCM) Baseline Assessment

- Refer to as IDP Hosting Site – not CCCM
- How do we want to engage Clusters and Donors?
- Do we need a communications strategy?
- Engage NGOs with capacity as reference group
- Enhance capacity – capacity building - mentoring



Cluster Coordination Performance Monitoring (CCPM)

Level: National

Survey open from: 21 June - 24 July 2017

Partner type	Number of partners responding	Response rate (%)
International NGOs	6	86%
National NGOs	17	49%
UN organizations or Int. Org.	0	0%
IFRC/ICRC/MSF	2	100%
National authority	0	0%
Donors	0	0%
Other	0	0%
Total	25	52%

Cluster Coordination Performance Monitoring (CCPM)

CPMT report - Core function results

CPMT report - Core function results		COORDINATORS (NAT.)		PARTNERS (NAT.)	
1. Supporting service delivery	Score	Performance status	Score	Performance status	
1.1 Providing a platform that ensures services delivery is driven by the Humanitarian Response Plan and strategic priorities	79%	Good	81%	Good	
1.2 Developing mechanisms that eliminate duplication of service delivery	56%	Satisfactory, needs minor improvement	66%	Satisfactory, needs minor improvement	
2. Informing strategic decisions of the Humanitarian Coordinator (HC) and Humanitarian Country Team (HCT)					
2.1 Preparing needs assessments and analysis of gaols (across and within clusters, using information management tools as needed) to inform the setting of priorities	45%	Unsatisfactory, needs major improvement	50%	Unsatisfactory, needs major improvement	
2.2 Identifying and finding solutions for (emerging) gaps, obstacles, duplication and cross-cutting issues	15%	Weak	72%	Satisfactory, needs minor improvement	
2.3 Formulation of priorities on the basis of analysis	100%	Good	50%	Unsatisfactory, needs major improvement	
3. Planning and strategy development					
3.1 Developing sectoral plans objectives and indicators that directly support realization of the overall response's strategic objectives	49%	Unsatisfactory, needs major improvement	56%	Satisfactory, needs minor improvement	
3.2 Applying and adhering to common standards and guidelines	45%	Unsatisfactory, needs major improvement	92%	Good	
3.3 Clarifying funding requirements, helping to set priorities, and agreeing cluster contributions to the HC's overall humanitarian funding proposals	63%	Satisfactory, needs minor improvement	46%	Unsatisfactory, needs major improvement	
4. Monitoring and evaluating performance					
4.1 Monitoring and reporting on activities and needs: measuring progress against the cluster strategy and agreed results; recommending corrective action where necessary	88%	Good	35%	Unsatisfactory, needs major improvement	
5. Building national capacity in preparedness and contingency planning					
5.1-3 National contingency plans identified and shared with partners; role of the cluster and partners are clearly defined and understood in the contingency plan; cluster has discussed how to strenghten response capacity in country	32%	Unsatisfactory, needs major improvement	25%	Weak	
6. Supporting robust advocacy					
6.1 Identifying concerns and contributing key information and messages to HC/HCT messaging and action	38%	Unsatisfactory, needs major improvement	58%	Satisfactory, needs minor improvement	
7. Accountability to affected populations					
7.1-3 Mechanisms to consult and involve affected people in decision making; agreed mechanisms to receive, investigate and act upon complaints; key issues relating to protection from sexual violence and abuse raised and discussed	75%	Satisfactory, needs minor improvement	53%	Satisfactory, needs minor improvement	

Cluster Coordination Performance Monitoring (CCPM)

CPMT report - Core function results

		COORDINATORS (SUB-NAT.)		PARTNERS (SUB-NAT.)	
1. Supporting service delivery	Score	Performance status	Score	Performance status	
1.1 Providing a platform that ensures services delivery is driven by the Humanitarian Response Plan and strategic priorities	58%	Satisfactory, needs minor improvement	72%	Satisfactory, needs minor improvement	
1.2 Developing mechanisms that eliminate duplication of service delivery		N/A	66%	Satisfactory, needs minor improvement	
2. Informing strategic decisions of the Humanitarian Coordinator (HC) and Humanitarian Country Team (HCT)					
2.1 Preparing needs assessments and analysis of goals (across and within clusters, using information management tools as needed) to inform the setting of priorities	45%	Unsatisfactory, needs major improvement	67%	Satisfactory, needs minor improvement	
2.2 Identifying and finding solutions for (emerging) gaps, obstacles, duplication and cross-cutting issues	15%	Weak	70%	Satisfactory, needs minor improvement	
2.3 Formulation of priorities on the basis of analysis	100%	Good	100%	Good	
3. Planning and strategy development					
3.1 Developing sectoral plans objectives and indicators that directly support realization of the overall response's strategic objectives		N/A	66%	Satisfactory, needs minor improvement	
3.2 Applying and adhering to common standards and guidelines	45%	Unsatisfactory, needs major improvement	100%	Good	
3.3 Clarifying funding requirements, helping to set priorities, and agreeing cluster contributions to the HC's overall humanitarian funding proposals	63%	Satisfactory, needs minor improvement	54%	Satisfactory, needs minor improvement	
4. Monitoring and evaluating performance					
4.1 Monitoring and reporting on activities and needs: measuring progress against the cluster strategy and agreed results; recommending corrective action where necessary	10%	Weak	23%	Weak	
5. Building national capacity in preparedness and contingency planning					
5.1-3 National contingency plans identified and shared with partners; role of the cluster and partners are clearly defined and understood in the contingency plan; cluster has discussed how to strengthen response capacity in country	25%	Weak	39%	Unsatisfactory, needs major improvement	
6. Supporting robust advocacy					
6.1 Identifying concerns and contributing key information and messages to HC/HCT messaging and action	38%	Unsatisfactory, needs major improvement	75%	Satisfactory, needs minor improvement	
7. Accountability to affected populations					
7.1-3 Mechanisms to consult and involve affected people in decision making; agreed mechanisms to receive, investigate and act upon complaints; key issues relating to protection from sexual violence and abuse raised and discussed	61%	Satisfactory, needs minor improvement	42%	Unsatisfactory, needs major improvement	



Cluster Coordination Performance Monitoring (CCPM)

- It would be more valued that the cluster (along with INGOs) has a mechanism that gives local NGOs more opportunity for partnership in implementation, to rise their capacity and for wider participation in development and humanitarian response
- There seems to have been a shift in strategy with the change in Cluster Coordinators. This affects programming that has been planned closely with the Shelter Cluster since 2016.
- The cluster should have its own effective tools and surveys to identify the gaps, needs, priorities. What we can understand that, so far, cluster is getting the information from other agencies.
- Planning designs by the organization that gives the fund, where I think clusters through members should have this role. Development and humanitarian needs should come from roots up to donors, not the opposite.
- We would like to learn how to receive funds from the Cluster or even the announcement of funds opportunities of the Clusters
- The database and the strategy assist only the organizations receiving international support by the Cluster and OCHA and large internationally supported organizations, but not the small local organizations and actors in the field
- The Cluster always hears from the organizations and is not held accountable for the views of the beneficiaries. The complaints mechanism and its demonstration needs promotion.

Cluster Coordination Performance Monitoring (CCPM)

- The Cluster needs more coordination efforts
- Attending cluster meetings from remote areas, and the lack of travel allowance discourage many members from attending.
- For more than one meeting, the travel dates are set and we travel to Hodeida from Hajjah and surprisingly we find the meeting was delayed.
- We wish for capacity building courses on English Language and reporting.
- We applied more than once for partnerships on the humanitarian projects but with no avail.
- Disengaging the CSOs located in the governorate in the implementation of the projects and relying on CSOs and NGOs from other governorates to implement.
- There is a gap of coordination for projects funded by the local community, such as Merchants, Charity People.
- When neglecting and not considering the Early recovery, esp. Livelihood. the humanitarian assistance is incomplete and don't meet the needs at the same time. Therefore, there must be a comprehensive intervention.
- In case of emergencies, there must be adequate warehouses specific for emergencies.



Cluster Partners Capacity Mapping and Technical Support

Level: National and
Survey open from: 28 June - 30 July 2017

Partner type	Number of responses	Response rate (%)
International NGOs	5	8%
National NGOs	61	88%
UN organizations or Int. Org.	2	3%
IFRC/ICRC/MSF	1	1%
Total	69	

Cluster Partners Capacity Mapping and Technical Support

No.	Description of Activity – Shelter/NFI	(%)
1	Ladder of options for Shelter relocation – Define process to identify sustainable shelter solutions for beneficiaries in locations that need to be relocated including risk assessment of each option	55
2	Shelter Cash/Voucher Guidelines (including Grants for Rehab) -	52.2
3	NFI Diversification package -	47.8
4	Shelter solution options for vulnerable categories – guidance on how to integrate solutions concepts on shelter solutions for extremely vulnerable categories -	44.9
5	Guidelines on recommended upgrades for IDP hosting sites – What are the minimal recommended upgrades to target in an IDP hosting Site to respect minimum international standards	26.1
6	Monitoring and Evaluation Guidelines	17.4
7	Shelter Assessment Guidelines (including revision to the cluster needs assessment forms)	14.5
8	Cluster Information Management Strategy	10.1
9	Transitional Shelter Guidelines	8.7
10	Return Assistance Guidelines	8.7
11	Housing, Land and Property (HLP) Guidelines	7.2

Cluster Partners Capacity Mapping and Technical Support

No.	Description of Activity - CCCM	%
1	Integrated Response – How to prioritize the Sectors to include in a response package in IDP hosting Sites including risk assessment	52.2
2	How to define a Site Management Strategy/Plan for IDP hosting Sites - How to use the Site Management gap assessment to define a Site Management plan -	50.7
3	Beneficiary Community Engagement – How to constructively engage community including assessing beneficiary capacity	47.8
4	Site Management gap Assessment – Assessment form and guidelines on how to conduct Site Management Assessments and determine the gaps in coordination and the type of Site Management support required	43.5
5	Guidelines on establishing a complaints and feedback mechanism in an IDP hosting Site – How to institute a system to ensure beneficiary feedback is captured and influences humanitarian program design	36.2
6	CCCM Monitoring tool – Tool to be used to monitor the changes in gaps in the IDP hosting sites	31.9
7	Guidelines on the prioritization of IDP hosting Sites – Criteria to be used to prioritize the targeting of IDP hosting sites including risk assessment	21.7

Presentation from Protection Cluster



INTER-AGENCY REFERRAL FORM

Priority	
<input type="checkbox"/> Emergency (within 24 hours)	<input type="checkbox"/> Urgent (within 72 hours) <input type="checkbox"/> Normal (within 2 weeks)
Bio-Data/General Information	
Name (or Case Code if confidential):	Date of birth:
Gender:	Disability (if applicable):
National ID:	UNHCR ID (if refugee):
Address 1 (Street/Neighborhood):	
Address 2 (Sub-Dist/Dist/Govt):	
Phone:	Household Size:
If client is a minor (under 18 years)	
Name of primary caregiver:	Relationship to child:
Contact Info for caregiver:	Is child separated or unaccompanied? <input type="checkbox"/> Yes <input type="checkbox"/> No
Caregiver is informed of referral? <input type="checkbox"/> Yes <input type="checkbox"/> No (If no, explain):	
Special Note/Specific Need:	
Reasons for Referral (explain reasons for referring the case with any supporting notes if available. Use additional pages if necessary)	

Services Requested	
<input type="checkbox"/> Psychosocial Support and Mental Health	<input type="checkbox"/> Core Relief (Non-Food) Items
<input type="checkbox"/> Child Support / Care Arrangement	<input type="checkbox"/> Cash Assistance
<input type="checkbox"/> Family Tracing / Reunification	<input type="checkbox"/> Health / Medical / Nutrition
<input type="checkbox"/> Women's Services	<input type="checkbox"/> Food Security
<input type="checkbox"/> Persons with Disabilities	<input type="checkbox"/> Shelter
<input type="checkbox"/> Legal Assistance	<input type="checkbox"/> Livelihoods / Education
<input type="checkbox"/> Physical Safety & Security, e.g. Safe Shelter	<input type="checkbox"/> Other
Please explain any requested services and any already provided:	
<p>Consent to Release Information (<i>read with client/caregiver and answer any questions before s/he signs below</i>)</p> <p>I, _____ (concerned individual initials), understand that the purpose of the referral and of disclosing this information to _____ (referral agency) is to ensure the safety and continuity of care among service providers seeking to serve this family. The service provider, _____ (referring agency), has clearly explained the procedure of the referral to me and has listed the exact information that is to be disclosed. By signing this form, I authorize this exchange of information.</p>	
Signature (or caregiver if a minor):	Date:
Referred By:	Referred To:
Name:	Name:
Position / Agency:	Position / Agency:
Contact Info:	Contact Info:
Date of Referral:	Delivered via: <input type="checkbox"/> Phone (emergency only) <input type="checkbox"/> E-mail (encrypted) <input type="checkbox"/> In Person (sealed envelope)
Any contact or referral restrictions?	<input type="checkbox"/> No <input type="checkbox"/> Yes (specify any or all): _____



GUIDANCE FOR INTER-AGENCY REFERRAL FORM

What is an inter-agency referral?

- Organizations can identify issues at individual or community level that are not directly covered through their own programmes or mandate.
- Staff, frontline workers and community members are sources of information on services available and can help persons of concern to access the services they need.
- A referral is the process of directing a client to another service provider because s/he requires help that is beyond the expertise or scope of work of the current service provider.
- A referral can be made to a variety of services, for example health, psychosocial activities, protection services, nutrition, education, shelter, material or financial assistance, physical rehabilitation, community centre and/ or a social service agency.

Guiding principles for inter-agency referrals

- Confidentiality
- Consent
- Respect the individual
- Do not make promises or create expectations
- Safety and security

Who can use the referral form?

All humanitarian organisations working with conflict affected persons to facilitate inter-agency referrals, referral pathways and as a means to document referrals in accordance with minimum standards.

The form is available at: <https://www.humanitarianresponse.info/en/operations/yemen/document/inter-agency-referral-form>

How can I make a referral?

- ✓ **Identify the problem-** what does the client need?
- ✓ **Identify which organization or agency** can best meet this need. Identify and map other service providers who may be able to assist the client and/ or the caregiver with her/his needs. Information about other services in your geographical areas can be obtained from service guides, 4Ws mapping reports or coordination meetings.
- ✓ **Contact the service provider to confirm eligibility.** Contact the other service providers in advance to find out more about their services and eligibility criteria, unless the specific type of referral is commonly done with the service provider.
- ✓ **Explain referral to the client.** Provide information about available services and explain the referral to the client and/ or caregivers (e.g. What services are provided? Where is the service provider located? How can the client get there and receive services? Why do you recommend the referral?). Keep in mind that the client can choose to not be referred.
- ✓ **Document consent.** If the client agrees to the referral, obtain consent before the client's information is shared with others and agree with the client, which information can be shared. Parental/ care giver consent should be obtained if the client is a minor.
- ✓ **Make the referral by filling out the inter-agency referral form** and follow up with the client and the receiving agency to ensure the referral was successful and exchange information, where client consent allows for this.
- ✓ **Storage of information and confidentiality.**

Session with National NGOs

- Why?
 - 150 Partners 95% NNGOs
 - Poor involvement of majority in Cluster Activities
 - Poor understanding of Cluster Functions
 - Opportunity to register NNGOs
 - Identify NNGO Priorities and Challenges and solutions
 - Identify avenues of further engagement
 - Engagement with local authorities
- Update – Hosted by HFY on August 29, 2017 @ HFY offices in Haddah area due to clearance issues the date and time has been changed and will be shared later



Any Other Business?

- MEPI Video
- BFF Assessment
- Cluster Fact Sheets and SitRep
- Cluster Twitter account
- Update on FTS
- MEB Process

