



An area based center (also named "drop-in-center") supported by UNHCR/ANE in Hawuzen, Tigray region. The center provides safe spaces for IDPs living in the community for meeting and to access different services. (Mar 2024) ©UNHCR/Muluken Desalegne

## STRATEGIC APPROACH

Ethiopia has faced significant humanitarian challenges due to ongoing conflict in Amhara, and presence of unidentified armed groups in majority of the region, and natural disasters. Over the past few years, the situation has been particularly difficult for the clusters and partners, who have struggled to respond effectively to the affected populations due to issues related to safety, security, access, and funding.

UNHCR's CCCM response in Ethiopia aims to ensure a safe and dignified environment for both forcibly displaced individuals and host communities. In close coordination with local authorities, UNHCR and its partners provide support in delivering site management and coordination in Tigray, Amhara, Somali and Oromia.

Key CCCM activities implemented include Advocacy for Service Improvements, the Complaints and Feedback Mechanisms (CFM), mapping and strengthening community structures through site management and protection trainings, supporting the relocation and return of IDPs to decongest overcrowded sites, facilitating site-level coordination of activities to enhance service delivery, supporting site planning and development activities, and promoting community-led initiatives

## IN NUMBERS



**268,653**

IDP Population (Individuals) in UNHCR CCCM-managed sites (**65,469 HHs**)



**69**

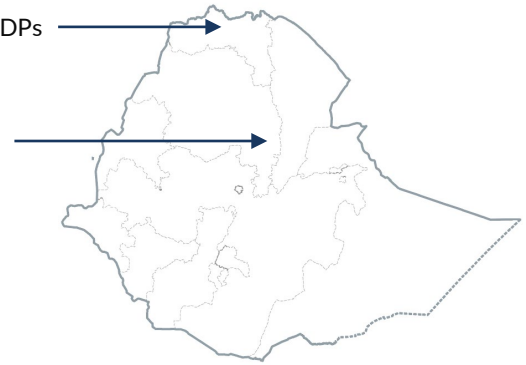
Total IDP sites managed by UNHCR

### TIGRAY

229,232 IDPs  
49 Sites

### AMHARA

39,421 IDPs  
20 Sites



## KEY ACHIEVEMENTS

- **Safe and Dignified Care and Maintenance:** through site improvement and management through physical site planning and development, as well as upgrading existing site infrastructures on a small scale: ex. Installed solar streetlights, repaired and constructed communal kitchens and halls, and carried out minor drainage and leveling works to improve living conditions.
- **Strengthened Community Participation:** Utilized participatory approaches to ensure that displaced communities play a central role in CCCM activities and decision-making. ex. Procured tools such as wheelbarrows, saws, hoes, and shovels to address drainage issues in IDP sites. Addressed food distribution complaints and relocation challenges due to mismatched shelter numbers. Ensured new arrivals received food, WASH NFIs (Non-Food Items), and ES-NFIs (Essential Supplies)
- **Reinforced Site-Level Coordination:** Working together with local authorities, partners, displaced persons, and host communities to ensure access to services and that communities live above minimum standards with dignity while displaced. Ex. Conducted regular camp-level committee meetings and mass awareness activities on hygiene promotion, health, child marriage, GBV, and education. Strengthened and empowered existing committee members and key community structures.
- **Strengthened Area-Based Approach:** Implementing a comprehensive strategy that addresses the specific needs, focusing on protection, site management, and the provision of essential services to support the displaced population:
- **Capacity-Building Initiatives:** Provided CCCM and protection trainings targeting local authorities, partners, and both displaced and host communities to enhance their capabilities.
- **Service Monitoring and Coordination:** Conducted daily service monitoring across IDP camps to identify needs and gaps, assess service delivery, and maintain overall camp conditions. Organized site-level CCCM meetings to review partner activities and foster continuous improvement in service delivery.

## GAPS AND CHALLENGES

- Limited capacity of existing services to assist displaced and host communities.
- Provision of additional farmland for displaced communities to enable livelihoods activities and promote food security, while reducing dependency on humanitarian assistance and stimulating resilience.
- Reduced funding available to scale up CCCM activities and service delivery.
- Volatile security situation and inability to access some hard-to-reach areas with ongoing military operations in areas hosting forcibly displaced community.

## PARTNERS



## CONTACTS

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