# CCCM Cluster Yemen
# Information Management Strategy - 2023

Contents

# GENERAL BACKGROUND

According to 2023 Humanitarian Needs Overview (HNO), around 21.6 million people need humanitarian support of which around 4.5 million were identified by The Task Force for Population Movement (TFPM) Working group, as internally displaced persons who have been displaced since March 2015 due to conflict and other natural disasters in Yemen.

The Camp Coordination and Camp Management Cluster (CCCM) in Yemen has Identified in December 2022 around 1.5 million internally displaced persons Living in camps and camp-alike settlements, which is around 33% of the IDPs in Yemen according to the TFPM. Based on the 2023 CCCM HNO Severity and People-in-Need (PIN) analysis, the cluster, identified that 1.9 million internally displaced persons and

surrounding host communities[1], are in high need for humanitarian CCCM interventions and coordination.

Based on HNO 2023 Severity calculations, with prioritizing continuity activities and areas with threat of evictions and flooding, the cluster plans to target 1.1 out of 1.9 million IDPs and surrounding communities in 2023, through its Implementing partners with only the most needed Camp Coordination and Camp Management activities, to overcome the arising needs in the field. These activities would be delivered under the following 2023 HRP Objectives:

- Supervision and coordination of safe and dignified access to multisectoral service at site level.
- Strengthening community participation and supporting the capacity building of key CCCM stakeholders.
- Strengthen access to two-way communication pathways for displaced population
- Strengthening integrated approaches and pathways to develop exit strategies, resilience, and durable solutions where possible.

# 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 evidence-based 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 guidance[2]
- 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.

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[1] The total CCCM 2023 HNO PIN figure was the sum of all IDPs in hosting sites inflated by 15% to account for the surrounding host community, according to CCCM's commitment to include host communities in CCCM programming (contributes to peaceful coexistence).
[2] See CCCM Yemen: Communications and Advocacy strategies 2021

The IM strategy would focus on the following Information management activities:

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

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, ReliefWeb website, and REACH Resource Centre.

Data Collection → Data Storage → Analysis → Dissemination

**The objective of the IM strategy document is to outline the main CCCM IM products, tools, and data collection, verification, and dissemination process timeline.**

# CLUSTER IM SYSTEMS

## IDP SITES MASTERLIST

It serves as 4Ws for the cluster, but also provide monthly update on site population, status of sites, line of responses, coordination area, and changes in population. This tool gives a snapshot about site location information up to 'admin3' level (sub-district level). In order to standardize CCCM reporting, the rest of the IM tools are all linked with this IDP sites master list.

**Data Collection Form**

•	CCCM partners collect information through ActivityInfo on a monthly basis, it's then validated and revised by Subnational/area coordinators.

•	Site Monitoring Tool is one of the monthly data sources for the Master List. As this tool is monthly it will allow direct update and reduce survey fatigue from partners.

•	SRT supports to update the data for the unmanaged sites from a quarterly basis.

**Output Products**

● IDPs Masterlist: a simple monthly data set in an excel format of the current list of CCCM IDP hosting sites, their coverage and population updates.

● IDPs Masterlist Dashboard: a monthly updated easy to navigate dashboard to represent the current situation in IDP hosting sites.

● IDPs hosting sites situation report: a monthly offline document to highlight the details for the current situation on the ground in term of coverage, population trends and updates.

● CCCM Cluster Yemen – IDP Hosting Sites MAPs

## SITE REPORTING & MONITORING TOOLS

The Cluster, with support from CCCM partners and REACH, has successfully implemented the "Site Reporting Tool (SRT)" for 3 years (since October 2019) to profile and monitor IDP hosting sites and capture key information on access to services, community needs and site threats. Since late 2021, the Cluster in coordination with REACH developed a new twin-track approach distinguishing data collection between managed and non-managed IDP sites. As part of this process, in 2022, the Cluster, REACH, other Cluster Coordinators and SAG members, developed a new Site Monitoring Tool (SMT) for **managed** sites, which captures more details on CCCM activities, demographic information, site threats and hazards as well as access to services and sectoral gaps/needs in sites. In addition, the previous SRT is being updated to align with the SMT and collect data in **non-managed sites** through a lighter tool. **Table 1** provides an overview of the differences in data collection between non-managed and managed sites.

This revision was required due to 1) a high need for more regular updated and detailed sectoral data in managed sites, 2) the high number of IDP sites across Yemen (2,400+) and the inability to cover all sites equally with the limited resources by CCCM partners to conduct data collection, 3) improve collaboration and coordination between CCCM and other sectors and 4) ultimately, further improve the evidence base underpinning the CCCM response in Yemen.

**Table 1. CCCM Twin-Track Data Collection Approach**

| Site Reporting Tool (SRT) | Site Monitoring Tool (SMT) |
|---|---|
| ● **Non-managed** IDP sites with light response modality line (n = 1,600+ sites) | ● **Managed** IDP sites under the static/mobile/remote response modalities (n = 720+ sites) |
| ● **Quarterly or bi-annual** data collection *(frequency to be reviewed as needed)* | ● **Monthly** data collection *(frequency to be reviewed as needed)* |
| ● **Light** tool providing an overview on key site issues | ● **Detailed** tool providing an in-depth understanding of site threats, demographics, sectoral gaps & needs |
| ● Data collected by **enumerators** in IDP sites through Key Informants | ● Data self-reported by **site managers** remotely or in the site |

For more details on the CCCM response modalities please refer to the CCCM Strategy 2023-2024.

This tool will support the Cluster and its partners to achieve an evidence-based humanitarian response, contribute to better coordination to cover needs and gaps, illustrate the condition of IDP sites and advocate for prioritized activities in the field. It will put the CCCM cluster and partners at a core position to support all sectors.

## Data Collection Form

- **Site Monitoring:** CCCM partners collect information through Kobo on a monthly basis for their managed sites. Data then is processed, analyzed, and cleaned by REACH with support from CCCM partners.
- **Site Reporting:** CCCM partners collect information through Kobo on a quarterly or bi-annual basis for non-managed sites. Data then is processed, analyzed, and cleaned by REACH with support from CCCM partners.

## Output Products

- **SRT & SMT Datasets:** REACH will process, analyze, and clean SRT and SMT information with support from CCCM data collection partners and provide clean datasets for each data collection round.
- **OPSMAP Site Profile Dashboard:** A new dashboard will be developed and maintained by the CCCM Cluster, which aims to present profiles for each IDP site based on SRT and SMT information. This dashboard will be updated monthly and is

available on an online platform hosted by CartONG OPSMAP. An option to extract site profiles in PDF from the dashboard will be available.

- **REACH Site Monitoring Dashboard:** REACH will continue to maintain an interactive dashboard that aggregates site-level findings at national, governorate, district and potentially sub-district level per sector based on SRT and SMT information. In addition, the dashboard will be updated to provide a trends analysis of key sectoral indicators. This online dashboard will be available through REACH's IDP Hosting Site Monitoring dashboard and the UNHCR data portal.
- **Monthly Service & Needs Analysis**: The CCCM cluster will produce a monthly Service and Needs Analysis to compare available information across IDP sites.
- **Quarterly Analytical Outputs:** REACH, with support from the CCCM Cluster, will produce quarterly, analytical offline outputs that aim to present findings over a period of 3 or 4 months from the SRT and SMT data collection, to highlight the evolution of the situation in sites.
- **Presentation of findings:** REACH with support from the CCCM Cluster will conduct regular presentation of key findings from the SRT and SMT data collections in the National CCCM Cluster meetings or other relevant meetings, as requested (i.e. ICCM, IMAWG).

Based on the evolution of the SRT & SMT, outputs may be adjusted or new outputs may be produced as seen relevant by the CCCM Cluster and partners, SAG, IM TWiG and REACH.

## Limitations
- **Coverage**: Based on experience with the Site Report, coverage of the SMS will likely not reach all 2,400+ IDP sites across Yemen. Data collection will depend on site accessibility and capacity of CCCM partners to conduct regular data collection.
- **Sectoral information**: While the SMT provides information on key indicators per sector, it does not replace detailed sectoral assessments per site by sectoral specialists.
- **Potential differential implementation**: Many CCCM partners will support SMT data collection across Yemen. While the Cluster and REACH will aim to provide regular (refresher) trainings and lessons learned documents, certain indicators or questions may be differently interpreted and reported upon by site managers. In addition, interviewing Key Informants in non-managed sites might not result in the same data quality as information provided by site managers in managed sites.
- **Potential reporting errors**: Based on previous CCCM IM experience, SRT & SMT might collect contradictory data with other CCCM IM tools, which could stem from

reporting errors or actual changes over time. It is thus of high importance that CCCM partners report accurately across all CCCM IM tools.

- **Data representativeness**: Since SMT information is not a household-level assessment, information can only provide indicative information at site-level.

### How this information can be used

- Strategic and programmatic decision-making at national, sub-national and area-level (i.e., inform HNO, HRP, and ad hoc YHF allocations)
- Coordination at national, sub-national, area and site level with CCCM partners, Cluster and other cluster partners
- Inform CCCM Cluster and partner proposal writing and advocacy
- Inform HLP and protection referrals in relation to site-level threats and issues

### How this information can NOT be used

Since this tool provides information at site-level, SMT information cannot provide representative household-level information and does not allow for targeting at household level. Thus, SMT data cannot be used for beneficiary selection per sector.

## INCIDENTS REPORTING TOOL

This tool would collect the related information for incidents/threats accrued at site level, collecting relevant details, needs and updated response. Which would allow for better coordination and follow-up. partners usually report on incidents in their covered sites, and some uncovered sites where they have data for.
The tool captures 4 main incidents of site level:

- **Eviction threats**: While Cluster partners collect information on the land status and occupancy agreement through the CCCM site monitoring tool, the eviction tracker is used to report and track active eviction threats and actions taken, The Cluster coordination team will use the Eviction tracker to lobby key humanitarian stakeholders on the criticality of addressing HLP issues, these data would be also shared with the HLP WG for their support and follow-up.

  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 weeks[3].

- **Flood Incidents:** this tool will also collect data for the flooding Incidents 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.

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

- **Fire Incidents:** the tool would track fire incidents at site-level, to identify key sectoral gaps for urgent Coordination with other sectors and clusters, to have a better alignment and effective CCCM response.

- **Wind Incidents:** as a need for capturing incidents related to wind were raised in the past 2 years, this tool would allow capturing those incidents and the arising needs due to them.
- **Based on the situation if other incidents are referred this tool will be updated.**

### Data Collection Form

- CCCM partners collect information through ActivityInfo, it's then validated and revised by Subnational/area coordinators.

### Output Products

- Incident's tracker Dashboard: a life dashboard reflecting the accrued incidents in site level as well as the needs and responses and activities. With trend analyses
- An offline Incidents report: in a quarterly basis to highlight needed support and guide better coordination efforts.

## INDICATORS MATRIX

The Cluster indicators would be updated by partners on ActivityInfo on monthly basis. Some indicators would be collected in adhoc basis on national level. Cluster partners would report achievements against the HRP indicators at admin3/sub-district level. This provides the Cluster's progress against the HRP target.

### Data Collection Form

- CCCM partners collect information through ActivityInfo, it's then validated and revised by Subnational/area coordinators.

### Output Products

- Indicator factsheet, to be attached to the IDP Hosting sites situational report
- 4W matrix, shared with OCHA (a compilation of the indicators' reach)

## REFERRAL & ESCALATION SYSTEM

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 appropriate[4].

### Data Collection Form

- CCCM partners collect information through ActivityInfo, it's then validated and revised by Subnational/area coordinators.

### Output Products

- RES tracker Dashboard: a life dashboard reflecting the referrals status and actions taken.
- An offline RES report: in a quarterly basis to highlight needed support and guide better coordination efforts using trends analysis.

# INFORMATIN MANAGEMENT TWiG

The IM TWiG will support the Yemen CCCM Cluster in reviewing the existing Cluster's IM Tools and products, and recommend improvements for more informative analytical outputs, in line with global best practices and understanding of local context, capacity, limitations, and needs.

the TWiG will also be a platform for partners to allow partners to exchange information/tools and discuss Information management and reporting challenges. (LINK TO THE TOR BE ADDED)

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[4] See *"CCCM Yemen – Advocacy strategy 2021"*

# CLUSTER IM CAPACITY BUILDING

As Information management is a key factor in Camp Coordination and Camp Management activities, the cluster is Planning to deliver the needed capacity building exercises to enhance the partners/staff Information management skills and overcome relevant gaps, this would be through:

- Bi-yearly IM refresher sessions for the site Monitoring tool (SMT) with support from REACH
- Bi-yearly IM refresher sessions for the other related IM reporting tools ( *Masterlist tool, Incidents Reporting tool, indicators Matrix, Referral & Escalation System tool*)
- The cluster is also planning to deliver an IM capacity building program for the relevant partners, the subject would be determined based on the most needed two skills to overcome IM gaps with partners and to be agreed with the IM TWiG.

# CLUSTER IM CYCLE TIMLINE & LINKS

| Tool | Form | Data collecting platform | timeline | Output dashboards |
|------|------|--------------------------|----------|-------------------|
| IDP HOSTING SITES MASTERLIST | Appendix I | ActivityInfo | - 25th of each month<br><br>Data to be extracted and disseminated to SNs to follow up on with partners and confirm the figures<br>- 1st of each month<br><br>A second round of data cleaning/validation up to the 4 working days.<br>- 8th of each month<br><br>The Masterlist and its products to be ready and available in all reporting channels. | link |
| INCEDENTS REPORTING TOOL | Appendix III | Activityinfo | The dashboard is automatically connected to the activityinfo form, giving a real-time update.<br><br>- 1st of each month<br><br>A round of data cleaning/validation if needed | link |
| INDICATORS MATRIX | Appendix IV | Activityinfo | - 1st of each month<br><br>Data to be extracted and disseminated to SNs to follow up on with partners and confirm the figures | link |

| | | | | |
|---|---|---|---|---|
| | | | - After 4 working days<br><br>A second round of data cleaning/validation<br>  - 8th of each month<br><br>The Indicators Matrix to be ready and available in all reporting channels.<br><br>Offline products to be prepared in a quarterly basis | |
| REFERRALS & ESCALATION SYSTEM | Appendix V | Activityinfo | - 1st of each month<br><br>Data to be extracted and disseminated to SNs to follow up on with partners and confirm the figures<br>  - After 4 working days<br><br>A second round of data cleaning/validation<br>  - 8th of each month<br><br>The Indicators Matrix to be ready and available in all reporting channels.<br><br>Offline products to be prepared in a quarterly basis | link |
| IM refresher sessions for the other IM tools (*Masterlist tool, Incidents Reporting tool, indicators Matrix, Referral & Escalation System tool*) | - | - | 2 Training/refresher sessions on<br>Mar<br>July | - |
| SITE REPORTING TOOL (SRT) & SITE MONITORING TOOL (SMT) | Appendix II | Kobo | **Site Monitoring Tool (SMT)**<br><br>Data collection<br>- 1st week of each month<br>- 3rd & 4th week of the previous month update Assessment Registry<br><br>Data cleaning<br>-2rd & 3rd week of the month clean data<br>- 4th week update Kobo tool (i.e. upload clean data, update site names, adjust tool errors, etc)<br><br>**Site Report Tool (SRT)**<br><br>Data collection & preparation<br>- Data collection every 3 or 6 months based on need & partner capacities<br>- Two to three weeks ahead of data collection update Assessment Registry | link |

| | | | |
|---|---|---|---|
| | | - One week before data collection update Kobo tool (i.e. update site and NGO names, adjust tool errors, etc)<br><br>Data cleaning<br>- Around 2 weeks of data cleaning after each data collection round *(might be extended by a week, if needed)*<br><br>**SMT & SRT Output production**<br>- **SMT clean dataset** published in 4th week of each month. **SRT clean dataset** published within 1 month of end of data collection *(unless differing cluster priorities).*<br>- **REACH Site Monitoring Dashboard/OPSMAPS Dashboard** updated, once SMT or SRT datasets available<br>- **Service & Needs Analysis** produced on monthly basis.<br>- **Ad-hoc presentations** in National CCCM Cluster Meeting or other relevant meetings (i.e. IMAWG, ICCM).<br>- **Analytical outputs** published on a quarterly basis. Exact dates to be determined each round based on Cluster/REACH priorities.<br><br>_NOTE_: Dates and timelines might be adjusted based on operational needs or Lessons Learned. | |
| Training/refresher sessions for the Site Monitoring tool (SMT) & Site Reporting Tool (SRT) | - | - | At least two per year. Exact dates will depend on SRT/SMT roll out in IRG- and DFA-controlled areas as well as partner preferences. | - |

# INFORMATION ACCESS CHANNELS

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

- CCCM One Pager website: link

- CCCM Cluster Yemen – Cluster page link
- CCCM Cluster Yemen - data portal  link
- REACH Site Monitoring tool Dashboard:  link
- Cluster Opsmap - sites profiles site  link
- REACH Resource Centre – Yemen page:  link
- Humanitarian Response on Yemen (suspended):   link
- Global CCCM cluster-Yemen page:  link
- CCCM Yemen Twitter:  link
- CCCM Yemen Facebook page: link
- CCCM Yemen YouTube channel:  link

# APPENDIXES

Appendix I: Master List tool Link

Appendix II: Site Monitoring Tool link

Appendix III: Incidents Reporting tool Link

Appendix IV: INDICATORS MATRIX link

Appendix V : Referral & Escalation System too link