

UNHCR MENA Accountability to Affected People Toolkit Rollout Series Kick-off

Session I – Chapter II: Participation and Inclusion

UNHCR MENA REGIONAL BUREAU

Tuesday 1 October 2024

12:30 - 14:30 pm Amman time

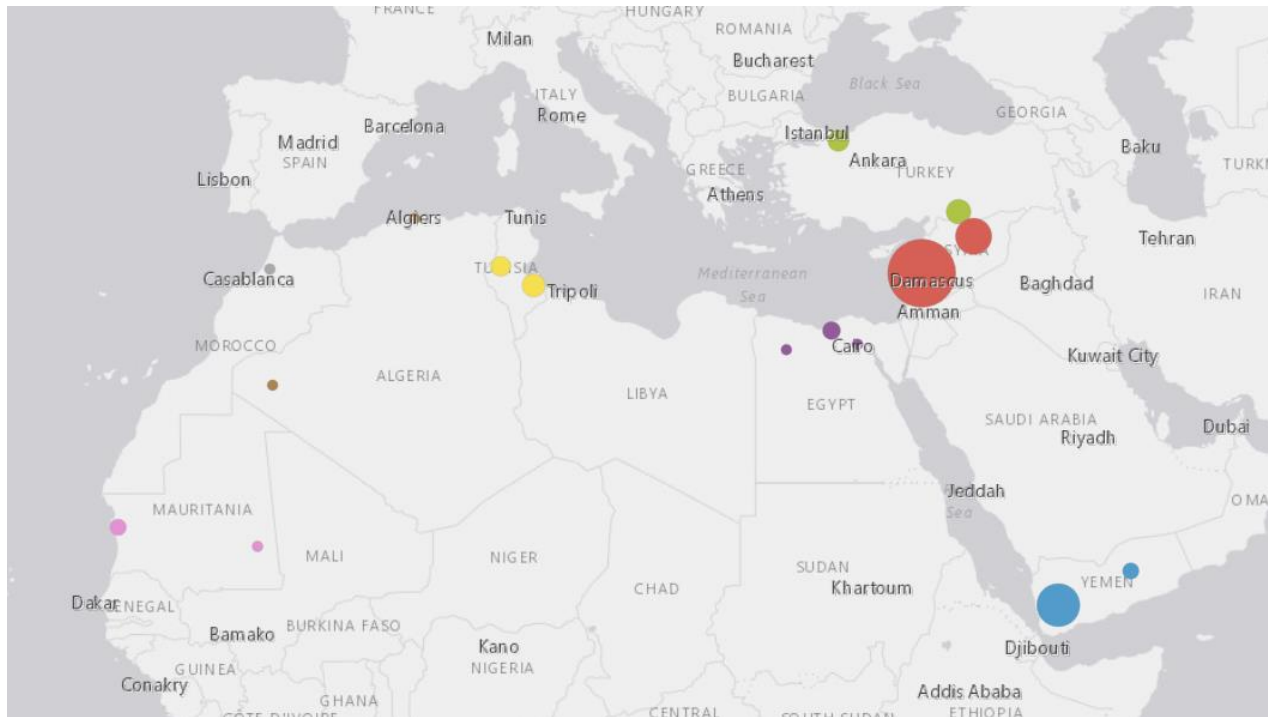


The agenda is as follows

1. Welcome and Introductions
2. UNHCR MENA AAP Toolkit: Why, How, What, Rollout
3. UNHCR MENA AAP Toolkit Chapter II: Participation and Inclusion
4. The MENA Digital Participatory Tool: MENA Regional Bureau
5. Field Testimonies: Egypt and Mauritania
6. Questions & Answers



2. MENA AAP Toolkit: Why, How, What?



AAP Commitments and Policy Guidance

IASC

Inter-Agency
Standing Committee

1. LEADERSHIP

2. PARTICIPATION and PARTNERSHIP

3. INFORMATION, FEEDBACK AND ACTION

4. RESULTS

2017 IASC Commitments on Accountability to Affected People and Protection from Sexual Exploitation and Abuse

The IASC Principals commit to:

Demonstrate their commitment to Accountability to Affected Populations (AAP) and Protection from Sexual Exploitation and Abuse (PSEA) by enforcing, institutionalising and integrating AAP approaches in the Humanitarian Program Cycle and strategic planning processes, at country level and by establishing appropriate management systems to solicit, hear and act upon the voices and priorities of affected people in a coordinated manner, including for SEA, before, during and after an emergency.

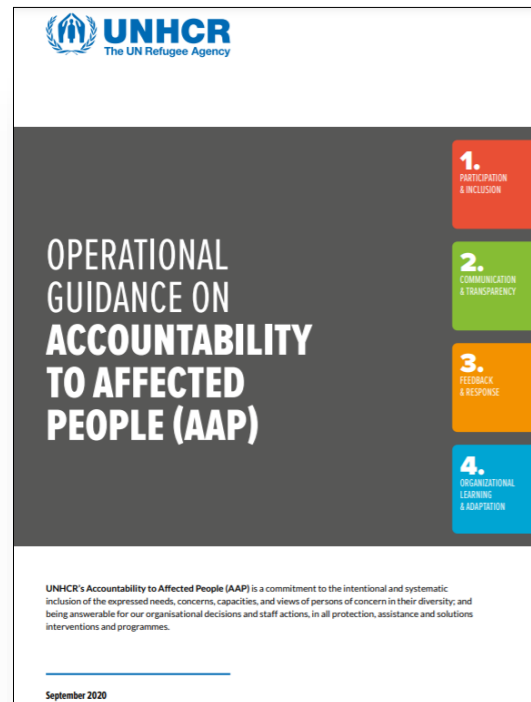
Adopt agency mechanisms that feed into and support collective/coordinated people-centred approaches that enable women, girls, boys, men, including the most marginalised and at-risk people among affected communities, to participate in and play an active role in decisions that will impact their lives, well-being, dignity and protection. Adopt and sustain equitable partnerships with local actors to build upon their long-term relationships and trust with communities.

Adopt agency mechanisms that feed into and support collective and participatory approaches that inform and listen to communities, address feedback and lead to corrective action. Establish and support the implementation of appropriate mechanisms for reporting and handling of SEA-related complaints. Plan, design and manage protection and assistance programmes that are responsive to the diversity and expressed views of affected communities.

Measure AAP and PSEA related results at the agency and collective level, including through standards such as the Core Humanitarian Standard and the Minimum Operating Standards on PSEA; the Best Practice Guide to establish Inter-Agency Community-Based Complaint Mechanisms (CBCM) and its accompanying Standard Operating Procedures.

The IASC Principals agree to be held accountable for the progress on fulfilling these commitments.

Background: In 2011, the IASC principals agreed to five Commitments on Accountability to Affected Populations (CAAP) as part of a framework for engagement with communities. The revised version was developed and endorsed by the IASC Principals on the 20th of November 2017 to reflect essential developments such as the Core Humanitarian Standard (CHS), the work done by the IASC on Inter-Agency community based complaints mechanisms including PSEA and the importance of meaningful collaboration with local stakeholders, which came out as a priority recommendation from the 2016 World Humanitarian Summit and in the Grand Bargain.



UNHCR Strategic Directions 2022-26



Regional Research on AAP 2021

Findings:

- Limited outreach and participation of diverse communities
- Different access to knowledge and good practices on AAP
- Limited contextualization of Global Guidance
- Competing priorities in emergency setting limits AAP implementation

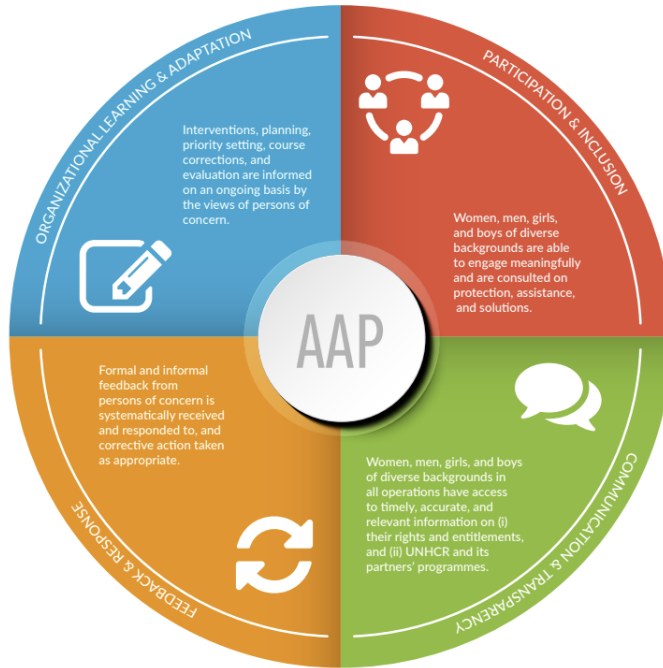
Recommendations:

- **Develop AAP Toolkit** to disseminate contextualized tools
- Support inclusive digital AAP
- Conduct learning initiatives to increase common AAP understanding
- Engage communities as partners through Grants and support to networks



AAP Framework Components

AAP implementation in UNHCR focuses on four key components:



How was the MENA AAP Toolkit developed?

- PROSPECTS Partnership funds
- 16 AAP Reference Group meetings
- Consultations with partners and community organizations
- 2 MENA AAP Summer Learning Series with 300 participants
- 1 MENA AAP Workshop
- 14 Grants for community and grassroots organizations

What can you find in the MENA AAP Toolkit?

6 Chapters

- I. Introduction
- II. Participation and Inclusion
- III. Communication and Transparency
- IV. Feedback and Response
- V. Organizational Learning and Adaption
- VI. Other resources

54 Tools & resources

- **Chapters II-V:** 26 Tools developed and tested in MENA between 2021-2023
- **Chapter VI-** Tools & resources developed elsewhere and adapted in MENA



Chapters II and III

SUMMARY OF TOOLS



Participation and Inclusion Tools

2.2.1

UNHCR MENA Digital Participatory Tool

2.2.2

UNHCR MENA Digital Participatory Tool User Guidance Note

2.2.3

UNHCR MENA Digital Participatory Tool Checklist



Communication and Transparency Tools

3.2.1

Handbook for Communication with Communities for UNHCR Libya and Tunisia Operations

3.2.2

Communication with Communities and Accountability to Affected People Survey – UNHCR Yemen

3.2.3

Information Board - Concept and Standard Operating Procedures – UNHCR Türkiye

3.2.4

MENA Multi-channel Communication Network Mapping

3.2.5

Dedicated Information and Communication Websites and Help.UNHCR.org in MENA

3.2.6

Engaging with Communities in MENA via 'WhatsApp Trees'



MENA Accountability to Affected People (AAP) Toolkit:
Strengthening Inclusion and Accountability to Affected People



Chapters IV



Feedback and Response Tools

4.4.1

Feedback, Complaint and Response Mechanism SOP

4.4.1.1

UNHCR Yemen Feedback, Complaints and Response Mechanism SOP

4.4.1.2

UNHCR Jordan Feedback, Complaints and Response Mechanism SOP

4.4.1.3

UNHCR Iraq Multi-channel Feedback, Complaints and Response Mechanism SOP

4.4.1.4

UNHCR MENA Template Feedback, Complaints and Response Mechanisms SOP Template

4.4.2

Contact Centre SOPs

4.4.2.1

Helpline SOP – UNHCR Jordan

4.4.2.2

Contact Centre - Iraq Information Centre Process Flow

4.4.3

Feedback, Complaints and Response Mechanisms Guidance – UNHCR Syria

4.4.4

Satisfaction or Feedback Surveys and Forms in MENA

4.4.4.1

Community Center Satisfaction Survey – UNHCR Syria

4.4.4.2

Feedback Form/ Survey for Help Websites – UNHCR Türkiye

4.4.5

Feedback, Complaints and Response Mechanism Digital Forms

4.4.5.1

Help Website Feedback and Complaints Form – UNHCR Jordan

4.4.5.2

MENA Digital Complaints Response and Feedback Form

4.4.6

Standard Operating Procedures Template for Addressing Fraud Committed by Forcibly Displaced and Stateless Persons

4.4.7

Jordan Inter-Agency Protection from Sexual Exploitation and Abuse Community-Based Complaint Referral Mechanism

4.4.8

MENA Digital Feedback, Complaint and Response Mechanism Map



MENA Accountability to Affected People (AAP) Toolkit:

Strengthening Inclusion and Accountability to Affected People

Chapters V and VI

Organizational Learning and Adaptation Tools

5.1.1

MENA AAP
Reference Group

5.1.2

MENA AAP
Learning Series

5.1.3

MENA AAP Grant for Community
and Grassroots Organizations

Additional Key AAP Resources

6.1

Participation and
Inclusion Tools

6.2

Communication and
Transparency Tools

6.3

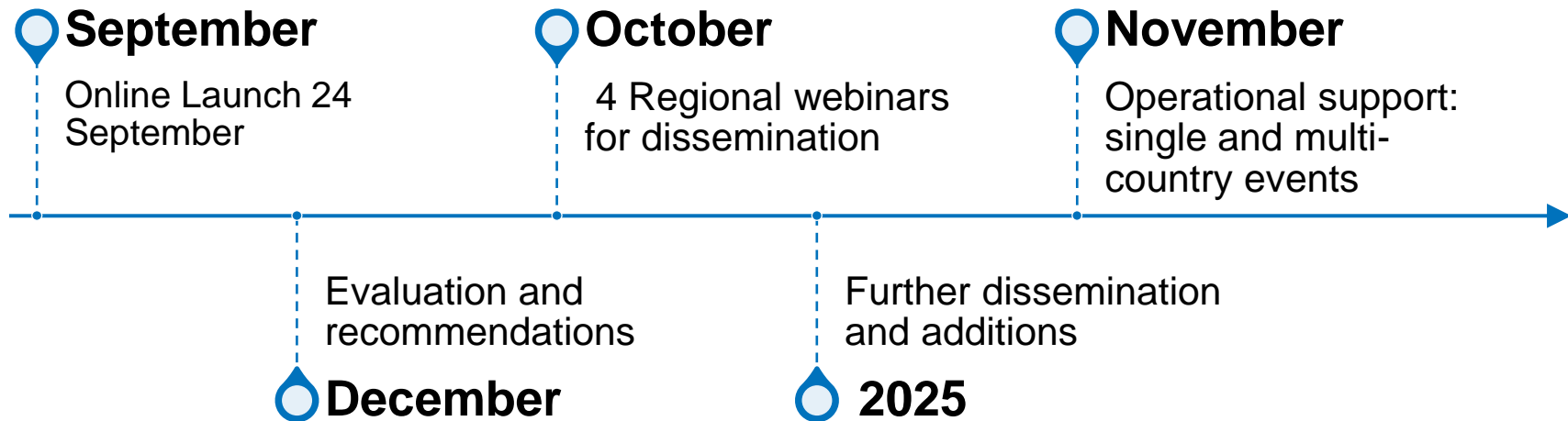
Feedback and
Response Tools

6.4

Organizational Learning
and Adaptation Tools



Rollout of the MENA AAP Toolkit



Upcoming MENA AAP Toolkit Webinars

- **1 October** - Participation & Inclusion
- **15 October** - Communication & Transparency
- **29 October** - Feedback & Response
- **6 November** - Organizational Learning & Adaptation



How to access the MENA AAP Toolkit

<https://www.refworld.org/policy/opguidance/unhcr/2024/en/148027>

The screenshot displays the website's navigation bar with the following menu items: **About Refworld**, **Browse by**, **Collections**, and **UNHCR**. A language selection dropdown menu is open, showing options for **English**, **French**, and **Arabic**. The main content area features a grid of document thumbnails, including the cover page titled "MENA Accountability to Affected People (AAP) Toolkit: Strengthening Inclusion and Accountability to Affected People", a "Table of Contents", and various chapters such as "1. Introduction", "1.2 Toolkit Overview", "1.3 Toolkit Chapters", "1.4 Digital Accountability to Affected People in the MENA Region", "1.5 Eligibility, Inclusion and Accountability to Affected People in MENA", "1.6 Data Protection and Privacy", and "1.7 The Programme Cycle and Accountability to Affected People". A search bar at the top left shows "A2" and "(2 of 49)" results. A zoom control at the top right is set to "50%". On the right side, a large image shows people wearing blue UNHCR vests, with the text overlay: "MENA Accountability to Affected People (AAP) Toolkit: Strengthening Inclusion and Accountability to Affected People".

Poll 1: Please choose the correct answer:

Participation equals to an annual consultation or assessment to inform programme planning.



La participation équivaut à une consultation ou évaluation annuelle pour éclairer la planification du programme.



المشاركة تعادل المشاورة أو التقييم السنوي وذلك للاسترشاد به في تخطيط البرامج

Poll 2: Please choose the correct :

Ensuring participation of community leaders at all steps of the programme cycle equals to participation and inclusion.



Assurer la participation des representant communautaires à toutes les étapes du cycle de programme équivaut à la participation et à l'inclusion.

ضمان مشاركة قادة المجتمع المحلي في جميع مراحل دورة البرنامج يعادل المشاركة والإدماج

Poll 3: Please choose the correct answer

Regular engagement and active leadership of community members of all ages, genders, and backgrounds through planning, implementation and evaluation is a requirement for effective and quality aid and development programming.

La participation régulière et le leadership actif des membres de la communauté de tous âges, genres et origines pendant la planification, la mise en œuvre et l'évaluation sont une condition préalable à une programmation efficace et de qualité pour l'aide et le développement.

يعد الانخراط المنتظم والقيادة النشطة لأفراد المجتمع المحلي من جميع الأعمار والأجناس والخلفيات في مراحل التخطيط والتنفيذ والتقييم متطلباً أساسياً لتوفير مساعدة فعالة وذات جودة وكذلك لتطوير لبرامج.



3. MENA AAP Toolkit Chapter II: Participation and Inclusion

2.2 Participation and Inclusion Tools



Participation and Inclusion Tools

2.2.1

UNHCR MENA Digital
Participatory Tool

2.2.2

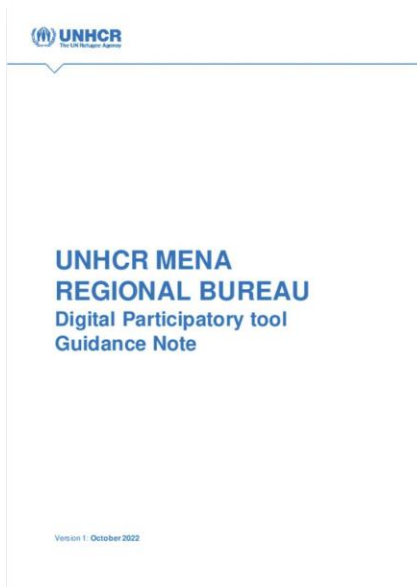
UNHCR MENA Digital Participatory
Tool User Guidance Note

2.2.3

UNHCR MENA Digital
Participatory Tool Checklist

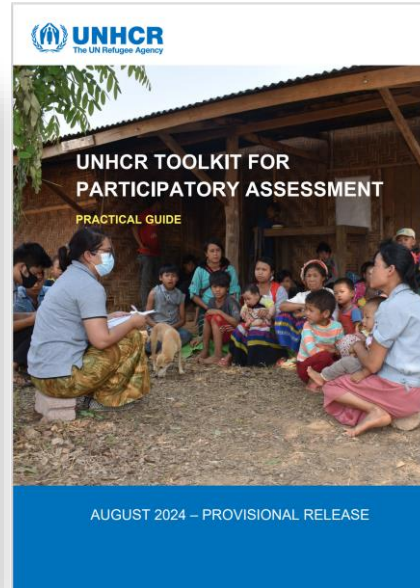
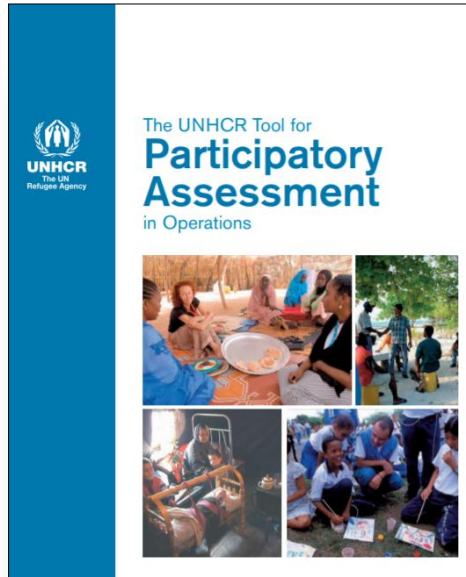
3. MENA AAP Toolkit Chapter II: Participation and Inclusion

Women, men, girls, and boys of diverse backgrounds are able to engage meaningfully and are consulted on protection, assistance, and solutions.



UNHCR MENA Digital Participatory Tool Checklist	
PLAN CYCLE	
<ul style="list-style-type: none">• Ensure enumerators are prepared: Are people involved in participatory interventions prepared to address any potential sensitive issues being raised? Are they aware of how to refer to individual service provision? Do they have the technical skills and tools to record findings and support learning and adaptation?	<input type="checkbox"/>
<ul style="list-style-type: none">• Consult communities: Did you collect opinions, ideas, recommendations, and feedback through evidence-based methods from communities of all ages, genders, and diverse backgrounds?	<input type="checkbox"/>
<ul style="list-style-type: none">• Analyze data with Communities: Have you discussed the analysis and findings with communities of different ages, genders, and backgrounds?	<input type="checkbox"/>
<ul style="list-style-type: none">• Identify risks and mitigation strategies: Did you identify and consider risk mitigation actions in consultation with communities? Was the do no harm principle and possible safety and security risks for certain population groups considered?	<input type="checkbox"/>
<ul style="list-style-type: none">• Allocate resources: Have you identified required resources for the implementation of participatory interventions?	<input type="checkbox"/>
<ul style="list-style-type: none">• Multisectoral approach and coordination: Did you establish a multifunctional team, including community members to collect and analyze findings? Are roles and responsibilities of different team members clear and have you ensured they have the necessary training for the assigned tasks?	<input type="checkbox"/>
<ul style="list-style-type: none">• Impact of participatory interventions' findings: Did you submit validated findings of participatory interventions to management, programme and other sectors at the beginning of the planning phase?	<input type="checkbox"/>
GET CYCLE	
<ul style="list-style-type: none">• Monitor programme implementation: Have you involved community members in the ongoing monitoring of programme implementation? Did you collect their recommendations and proposals for course-correction and adaptations?	<input type="checkbox"/>
<ul style="list-style-type: none">• Consult and communicate on progress: Have you consulted with and collected feedback from communities, partners, and local stakeholders during the implementation phase at regular intervals? Did you use preferred and trusted two-way communication channels?	<input type="checkbox"/>
<ul style="list-style-type: none">• AGD approach: Have you involved women, girls, men, and boys with different needs and backgrounds?	<input type="checkbox"/>
<ul style="list-style-type: none">• Have you collected their feedback in a structured manner with a set and regular timeframe?	<input type="checkbox"/>
<ul style="list-style-type: none">• Ensure enumerators are prepared: Are people involved in participatory interventions prepared to address any potential sensitive issues being raised? Are they aware of how to refer to individual service provision? Do they have the technical skills and tools to record findings and support learning and adaptation?	<input type="checkbox"/>
<ul style="list-style-type: none">• Assess and respond to programme risks: Have you assessed with communities if programmes reduce or increase protection risks? Which groups have been most affected and what corrective actions do communities and other stakeholders propose to improve results and impact?	<input type="checkbox"/>
<ul style="list-style-type: none">• Monitor and assess accountability activities: Are adequate communication, feedback, and complaint mechanisms in place for the community? Can all people with different ages, genders, and backgrounds access these mechanisms? If not, what barriers prevent access to these mechanisms and strategies to overcome them?	<input type="checkbox"/>
<ul style="list-style-type: none">• Agree on course-correction and adaptation: Did you elicit proposals and ideas from the community about the prioritization of actions for course-correction during implementation?	<input type="checkbox"/>
<ul style="list-style-type: none">• Ensure multiple communication channels are set-up: Have you communicated findings from consultations and resulting adaptations in a way that is accessible and inclusive of community groups of all ages, genders, and backgrounds?	<input type="checkbox"/>
SHOW CYCLE	
	<input type="checkbox"/>

Participatory Approaches and Tools



MENA Digital Participatory Assessment Tool

Contribute

- to achieve the IASC AAP, and UNHCR AGD Policy's compliance requirements, diversify participatory methodologies, and respect context sensitivities.

Improve

- country and regional **comparative analysis** of participatory needs assessments **across years, themes, population groups, partners**

Enhance

- **qualitative evidence-based programming** through AGD and area-based approaches at country and regional level, and prevent overassessment

Implemented

- **in 9 countries** (Mauritania, Morocco, Tunisia, Algeria, Egypt, Syria, Iraq) + Cross-Border, Lebanon
- Interoperates with other participatory needs assessments tools

Participatory Interventions

- Community level discussion
- Focus Group Discussion (FGD)
- Household level discussion
- Home or targeted visits
- Individual level discussion
- Discussion with Key Informant(s)
- Field observation
- Semi Structured-FGD
- Other



MENA Digital Participatory Tool

- Corporate tools in UNHCR’s cloud:
 - Data Collection – **KoBo** – *online or offline*
 - Analysis – **PowerBI**
- Collect **quantitative and qualitative** data by using a standardized taxonomy
- Help to **provide feedback to participants** afterwards
- Adjusted to **new operation management cycle** framework:

A. General Information

1. Date of the dialogue
yyyy-mm-dd

2. Reason for applying method
 Plan for Results (for understanding and analyzing the rights, needs, risks, priorities and capacities)
 Get Results (for implementing and monitoring of the implementation of interventions)
 Show Results (Assessing and Evaluating the impact and reporting)

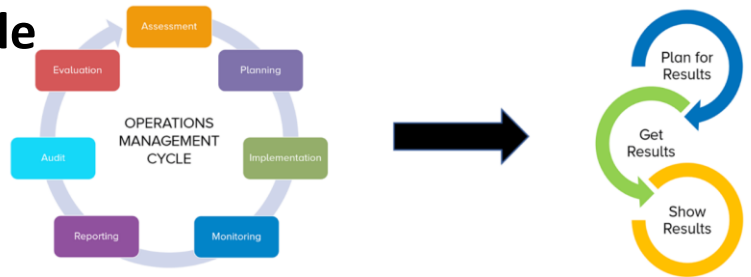
3. Type of the method
 Community level discussion
 Focus Group Discussion (FGD)
 Household level discussion
 Home or targeted visits
 Individual level discussion
 Discussion with Key Informant(s)
 Field observation
 Semi Structured FGD
 Other

3a. Modality
 Face to Face
 Remote

3a. Language
 Arabic
 English
 French
 Other

4. Participant(s) belonging to:
 Asylum seekers
 Local civil society members
 Local community leaders
 Diaspora members
 Host community members
 IDPs
 IDP Returnees
 People in mixed movement
 Refugees
 Refugee Returnees
 Local service providers
 Stateless persons

5. Operation setting
 Camp
 On the move
 Others
 Peri-urban
 Rural
 Settlement
 Temporary shelter
 Urban



How?



- ❑ Each country has its own instance of **Kobo and PowerBI**
- ❑ The tool can be **customized in countries** to address needs and sensitivities
- ❑ Data is available to the Bureau for monitoring and **regional level analysis:**
 - Purpose
 - Method
 - Geographical location
 - AGD details
 - Topics covered
 - Taxonomy

MENA Digital Participatory Tool

A. General Information

1. Date of the dialogue

yyyy-mm-dd



2. Reason for applying method

- Plan for Results (for understanding and analyzing the rights, needs, risks, priorities and capacities)
- Get Results (for implementing and monitoring of the implementation of interventions)
- Show Results (Assessing and Evaluating the impact and reporting)

- [MENA Digital Participatory Tool](#)

Participatory Dialogues in MENA



Operation

 Algeria
 Egypt
 Mauritania
 Morocco

Method

 Community level discussion
 Focus Group Discussion (F...
 Individual level discussion
 Semi Structured-FGD

Population type

 Asylum seekers
 Host community members
 Local service providers
 People in mixed movement
 Refugee Returnee
 Refugees
 Syrian

Nationality

 Afghanistan
 Algeria
 Benin
 Burkina Faso
 Burundi
 Cameroon
 Central African Republic
 Chad
 Congo, Republic of the
 Côte d'Ivoire
 Democratic Republic o...
 Egypt
 Eritrea

Age Group

 10-14
 15-17
 18-24
 25-59
 60-79
 80+
 Mixed

Gender

 Bisexual
 Female
 Gay
 Gender mixed
 Intersex
 ...

Diversity/Specific Needs

 Addiction
 At risk due to profile
 At risk of refoulement
 Child associated with armed forces or groups
 Child at risk
 Child at risk of not attending school
 Child parent
 Child spouse
 Child-headed household
 Chronic illness
 Critical medical condition
 Detained/held in country of asylum
 Disability

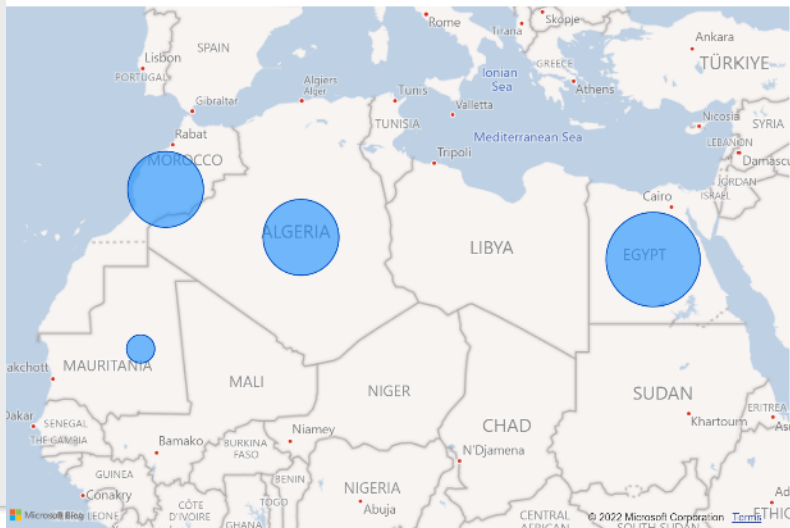
Purpose

 Get Results
 Plan for Results
 Show Results

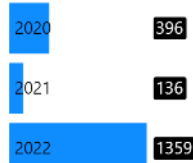
Modality

 Face to Face
 Remote

6/17/2021 9/3/2022



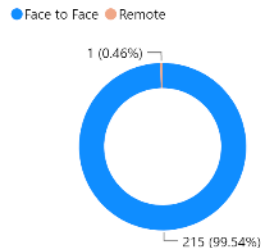
Dialogues by Year



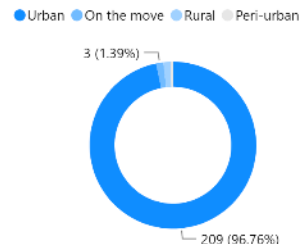
Type of method

Topics	Forms	Participants
Community level discussion	21	363
Focus Group Discussion (FGD)	146	1371
Individual level discussion	18	18
Semi Structured-FGD	31	139
Total	216	1891

Modality



Operation setting



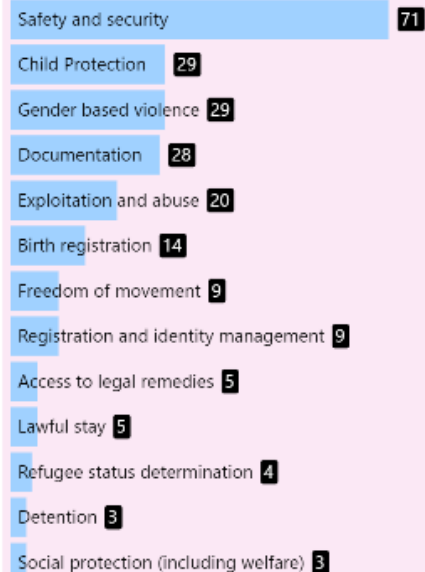
412

Basic needs and services



230

Legal and physical protection



263

Community engagement and Accountability

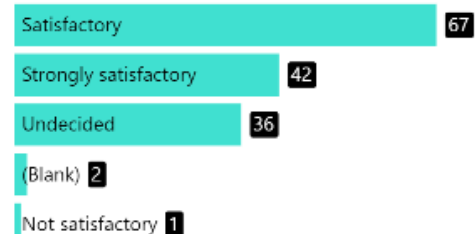


137

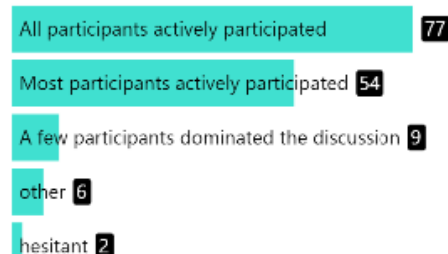
Durable Solutions



Participant satisfaction



Overall discussion



How to use the KoBo Systematization Form

How do I get access to the Systematization Form?

How many forms do I need to fill in?

What are mandatory fields?

What type of input fields are there in the form? What is single selection vs multiple selections?

What are the different part of the form? How should I fill them in?

I have inputted all the information. How do I submit the form?

Validating your data

How to conduct the Focus Group discussion

UNHCR MENA
REGIONAL BUREAU
Digital Participatory tool
Guidance Note

Version 1, October 2022

Participation and Inclusion Tools in MENA

Country Operation - Egypt

Judith Chan, Community-Based Protection (CBP) Officer
Rana Ibrahim, Assistant CBP Officer
Ghaith Jawish, CBP Assistant
UNHCR Cairo, Egypt



Participatory Tools- Egypt Experience

Challenges

Unharmonized information collection & consolidation done manually

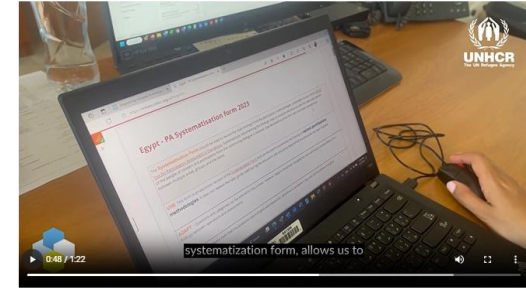
Objectives

To strengthen participation & inclusion of forcibly displaced & stateless persons through systematic participatory methods across the programme cycle

Implementation

Kobo form & Power BI were utilized consistently for all community dialogues since 1 Jan 2024

Tool shared thru orientation sessions at CBP SWG, technical units & partners but mainly used by UNHCR CBP.



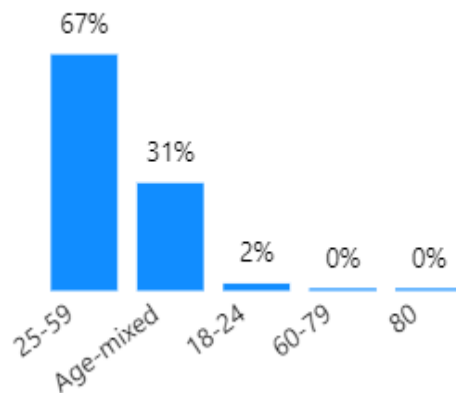
Analysis

- From January to September 2024 a total 152 dialogues & 1530 individuals were consulted across different nationalities, locations, age groups & diversity characteristics.
- Limited data on youth 18-25 years, Yemenis, Somalis, persons with disabilities & older persons
- Power Bi used analyze large qualitative & quantitative data set
- Overall improved accountability & transparency of the operation to refugees

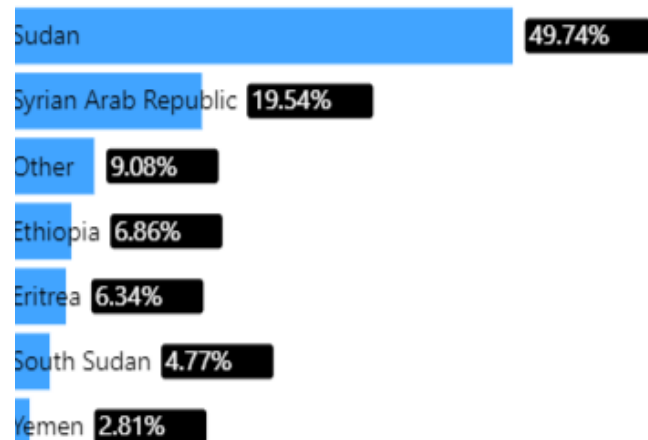
Type of method

Topics	Forms	Participants
Community level discussion	43	840
Discussion with Key Informant(s)	4	73
Field observation	25	388
Focus Group Discussion (FGD)	12	129
Total	152	1530

Age



*Nationality



Key outcomes and how it solved the problem


- Innovating Communication Access Tool kit to improve with persons with communication disabilities, languages barriers
- Piloting Online Registration Appointment Tool for Sudanese



Multi-Purpose Community Centers

Next steps

- Explore how tool can be linked to monitoring social tensions
- Refresher sessions planned for CBP SWG & mandatory use of tool for 2025 partners



**EMPOWERING WOMEN COMMUNITY LEADERS
TO EXPAND PARTICIPATION AND ACCESS TO
EMERGENCY ASSISTANCE AND BASIC
SERVICES FOR REFUGEES AT HEIGHTENED
PROTECTION RISK**

Promising Practice in Mauritania

Context

- As of **May 2024**:

- 138,339 registered refugees and asylum seekers in Mauritania
- 118,678 refugees in Hodh Chargui; more than 80,000 Malian refugees **out of camp** awaiting registration
- **107,468 refugees in Mbera Camp a record high**; of which 13,330 arrivals in 2023 and 6,483 arrivals in 2024
- **83%** registered **women and children in Mbera camp**; over 9,000 persons with specific protection needs



- Continuous **deterioration of security conditions in Mali**; Level I Emergency Declaration on February 1st
- Influx exacerbating the strain on services and natural resources in a region with **high levels of multi-dimensional poverty** (approx. 78%) and acutely vulnerable to climate-related shocks
- UNHCR oversees the camp management
- **Solid refugee coordination structure**, alongside **dynamic volunteer groups** in Mbera camp



Comité des Femmes Ressources:
women-led community-based organization of **98** refugee women from diverse ethnic backgrounds

- Lack of financial resources and infrastructure; low income and literacy levels; cultural practices limiting women in decision-making positions

Assistance to **refugees at heightened protection risk** to access assistance and specialized services.

- Intersecting and multifaceted diversity factors cause **multiple discrimination, exclusion and marginalization**
- Difficult to reach due to the **size and deserting environment of the camp**

Middle East and North Africa
(**MENA**) Regional Bureau

- flexible funding tool (since 2021); \$4,000 max; online application; assessment and endorsement by MENA AAP Reference Group; easing formal requirements
- In this case: office, equipment (laptop, megaphones, visibility material), solar panels, technical support, capacity development

Overview of the Practice

Objectives

Foster **access to basic services** available in Mbera Camp (education, health, registration) for **persons at heightened protection risk** by **strengthening the protection and outreach capacity** of Femmes Ressources to identify, support and refer cases.

Promote the **effective participation of populations at heightened risk of discrimination and exclusion** in community representation structures and camp coordination mechanisms, through improved consultation and feedback mechanisms.

Enhance the **self-reliance of Femmes Ressources** by providing financial and technical support to improve operating conditions, as well as to strengthen visibility and collaboration with UNHCR and other humanitarian actors.



- **250** persons facing heightened protection risks individually identified through door to door and awareness raising sessions; referrals to UNHCR for case management and assistance; facilitation of access to basic services for the most vulnerable among them
- **From grass-root to structured, reliable and sustainable women RLO** responding to the needs of individuals facing protection needs and participating to the humanitarian response (AGD approach)
- **Sustainability** through **UNHCR MENA AAP Grant** : activities beyond the implementation period
- **Capacity-sharing on project planning**; building engagement in future fundraising opportunities with other donors
- Incited other **stakeholders' partnerships**: Social Registry, CICR, RET, AGT Foundation (cooltainer)
- **Women's rights and participation** in the Camp Coordination Committee consolidated; positive model

Achievements

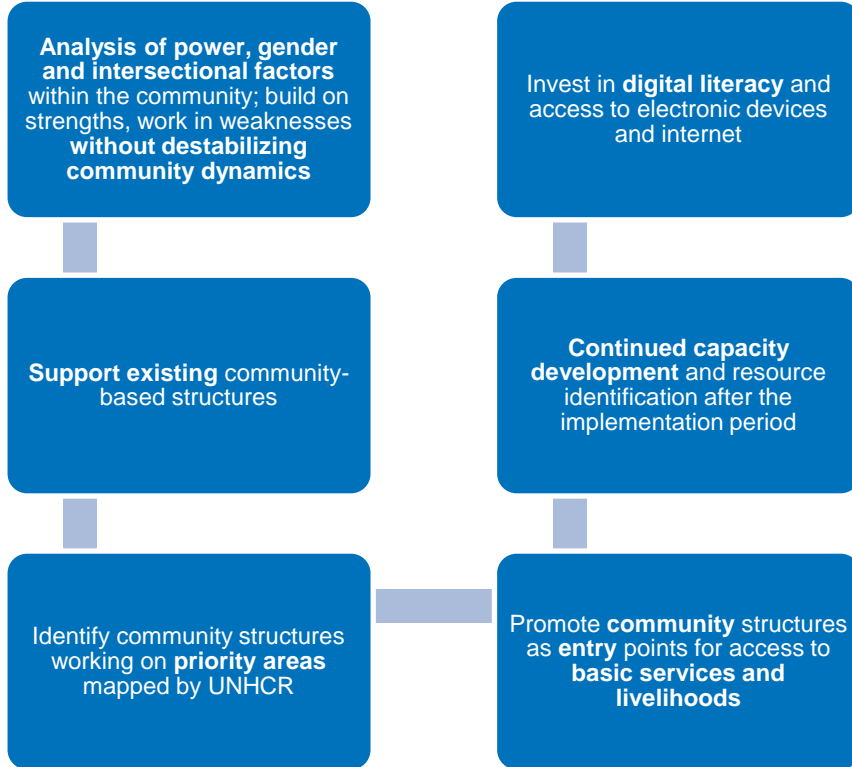
Lessons Learned

Enabling factors

- **Preexisting community leadership** and respect already established
- Big number of existing members ensuring the project could reach the entire camp
- Favorable male **leaders' perception and national policy** on women participation and inclusion of vulnerable people in social protection
- Small scale investment, **long-term impact**

Constraints

- **Volunteer-based** with few members facing challenges to meet basic needs; unpredictable availability
- **Women typically responsible for household duties** and childcare; obstacles to engage in out of house activities
- **Persons at heightened protection risk underrepresented** in decision-making organs
- **Low literacy** and **proficiency in French** level of women
- Extreme **heat** and lack of shade



Tips for Replication

MENA AAP ROLLOUT – PHASE TWO 4 WEBINARS

1

2

3

4

1st of October
2024

- Chapter two: participation and inclusion

15 October 2024

- Chapter three: Communication and transparency

29 October 2024

- Chapter four: Feedback and Response

6 November
2024

- Chapter five: Organizational learning and adaptation

Evaluation survey



MENA AAP Toolkit
Rollout Session1, 1 Oct 2024 -
Evaluation Survey



For more information:

- Ana Belén Anguita Arjona,
UNHCR MENA Regional Bureau
Senior Community-Based Protection Officer
anguita@unhcr.org

- Khadija Tarek Aboulnasr,
UNHCR MENA Regional Bureau
Community-Based Protection Officer
aboulnasr@unhcr.org

MENA Regional Bureau
**Community-Based Protection
Unit Mailbox**
jorammenacbp@unhcr.org

