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| <b>Time &amp; Location</b>           | 20 April 2023 at 10:00am, <a href="#">online</a>  |
| <b>Chaired by:</b>                   | Irina Isomova, UNHCR  |
| <b>Participants:</b>                 | Clear Global, LWF, Gdansk Foundation for Social Innovation (GFIS), Plan International, Mercy Corps, DRC, UNICEF, UNHCR  |
| <b>Minutes prepared by:</b>          | Karolina Fabirkiewicz, UNHCR<br>Minutes are available at <a href="#">AAPWG Poland - Google Drive</a>  |
| <b>Agenda and discussion points:</b> | <p><b>Agenda:</b></p> <ul style="list-style-type: none"><li>• General updates from Partners</li><li>• Presentation by UNICEF on CFM research</li><li>• AOB</li></ul> <p><b>General updates from Partners:</b></p> <p><b>AAP WG Action Plan:</b></p> <ul style="list-style-type: none"><li>• The AAP WG Action Plan was presented in the meeting in view of its validation. The group members were encouraged to go through the document, add comments and reflections, and join activities which are in line with their organization's plans.</li></ul> <p><b>CCEA Workshops:</b></p> <ul style="list-style-type: none"><li>• Clear Global, CDAC Network and NGO Forum, in cooperation with UNHCR, are organizing workshops on communication, community engagement and accountability in Gdansk (17 May), Warsaw (18 May) and Krakow (19 May). Registration links have been shared with the group.</li><li>• If organizations wish to have a similar workshop organized in another location, they are encouraged to contact Aga (<a href="mailto:aga.macura@clearglobal.org">aga.macura@clearglobal.org</a>) and Kasia (<a href="mailto:katarzyna.blasinska@cdacnetwork.org">katarzyna.blasinska@cdacnetwork.org</a>).</li></ul> <p><b>IOM:</b></p> <ul style="list-style-type: none"><li>• Habitat for Humanity has recently established a hotline on housing +48 799 351 115 (Monday-Friday, 8:00-19:00).</li></ul> <p><b>Presentation by UNICEF on CFM research:</b></p> <ul style="list-style-type: none"><li>• UNICEF visited most of their funded interventions in Poland and interviewed staff, refugees, civil society organizations and municipalities on which CFM they use.</li><li>• Ukrainians are historically reluctant to provide feedback on staff, and the feedback collected so far in Blue Dots and Spilno Centers is almost all positive.</li><li>• The format of the available CFM should be taken into consideration, e.g., only a small proportion of the community uses QR codes.</li><li>• Closing the loop is a challenge, as most organizations do not engage in the analysis of the feedback received.</li><li>• Adolescents are one of the groups whose needs are not fully understood and covered.</li><li>• Presentation on initial findings of the research is available <a href="#">at this link</a>. For questions, please contact Anastasiia, <a href="mailto:anurzhynska@unicef.org">anurzhynska@unicef.org</a></li></ul> <p><b>AOB:</b></p> <ul style="list-style-type: none"><li>• Infoline run by the Ukrainian Consulate has discontinued its work in March and the Consulate is looking for a funding opportunity.</li></ul> <p><b>Action points:</b></p> |



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|  | <ul style="list-style-type: none"><li>• Information Management colleague will be invited to one of the upcoming meetings to discuss RRP indicators.</li></ul> |
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**Meeting Minutes**  
**20 April 2023**