

Yemen: Community Feedback Annual Report

January - December 2024



Engagement

16,350 pieces of feedback received across 4 Governorates.



People

19% of feedback was from women and girls and 22% of feedback was from vulnerable households.



Resolution

20% of the 13,516 completed referrals were reported resolved by service providers.



Expiration

17% of the 13,516 completed referrals went unanswered by provider after 60 days.

Highlights 2024

In Yemen, IOM implements site management (SM) programming in 81 Internally Displaced People (IDP) sites across 4 Governorates, which reached approximately 214,170 people in need with support from USAID, CERF, ECHO, Yemen Humanitarian Fund and King Salman Humanitarian Aid & Relief Centre.

During 2024, numerous challenges increasing the needs of those residing in the IDP sites and impacting aid delivery. Notably, over 100 flooding and heavy rain events occurred in 55 IDP sites Taiz, Al Hodeidah, Marib and Ibb between April-May and August-September. These events destroyed 600+ shelters and partially damaged over 6,000 shelters and other facilities and infrastructures. In addition, many sites reported an increase in new arrives with over 25,000 people moving to IOM manages sites throughout the year driven by factors such as evictions, movement from unmanaged sites and to access services provided within the sites.

Key Recommendations are provided on the last page of this report.

Methodology

New feedback is received daily and existing feedback progresses at different rates. This makes it difficult to take an accurate snapshot at any given moment. In order to avoid duplication between reporting periods, the annual analysis is based on the four quarters average:

- **Received Feedback** – a record of all operational feedback related to non-sensitive services received during the reporting period. But the results of the feedback are not included. This helps us understand who is engaging with the CFM and what feedback they are providing.
- **Completed Referrals** – a record of all processed referrals, including those where Site Management communicated results back to the person who submitted feedback. Some referrals received responses from service providers, while others expired after a set duration. This helps understand feedback management within a period.

If a Referral occurred in one year but was only completed in the second year, the results will only appear in the second year.

This report excludes feedback on sensitive topics (CoC or protection referrals). When reported to Site Management, these issues are referred immediately via protection pathways. Only the name of protection focal point is recorded in Zite Manager, no other details about the sensitive case. Figures and graphs are auto-generated by linking Zite Manager to python-based analysis tools for efficient processes.

Limitations

Community feedback data reflects engagement with Site Management and the feedback mechanism. It is not an assessment or representative sample of the needs of the affected population.

Feedback and referral data should not be used to evaluate performance of a sector or a measurement of satisfaction of different services.

This is a summary report; for in-depth analysis, contact the Site Management team or CCCM Global.

Want to know more? Read our methods note or take our short course on Introduction to CFM.

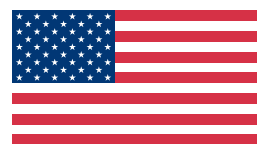
About this Snapshot

This document is a summary of the annual community feedback collected by Site Management agencies as part of their program. It highlights the management of this feedback, and the outcomes achieved and underscores the commitment to accountability and effective humanitarian response. For detailed analysis, please refer to our Quarterly Reports, which you can find on reliefweb.

About Zite Manager

Zite Manager enhances the CFM process by offering a robust data management tool, training resources, and technical support to streamline operations and facilitate routine analysis. For further details about Zite Manager, visit our website (www.zitemanager.org) or email us (zitemanager@iom.int).

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Engagement: What Feedback was Received?

In 2024, IOM received 16,350 pieces of feedback, comparable to the 5,835 received in 2023. Of the feedback received, 103 were closed upon receipt and 16,241 were referred to service providers for assessment & action. On average, 1,362 pieces of feedback were received each month with an increase to the monthly average in the second half of the year. This increase was likely driven by efforts from Site Management to increase accessibility of the feedback channels. An exceptionally heavy rain season and deadly flash flooding which occurred in August and continued into September also contributed to consistently higher amount of feedback in the second half of the year.

Sectoral Analysis

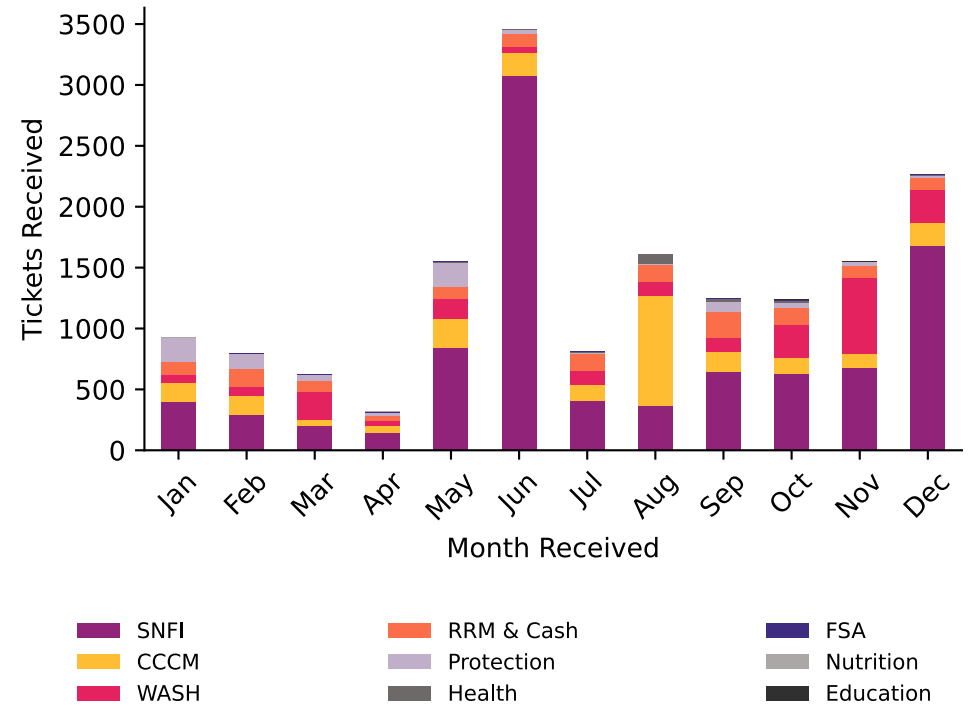
The Shelter and Non-food Items (SNFI) sector received the largest share of feedback (57%), followed by CCCM (15%), WASH (13%), Rapid Response Mechanism & Cash base assistance (9%), Protection (5%) and Health (1%).

Notably, increase in feedback for 'Tent and NFI kit – Requested' and 'Plastic Sheets' in August for CCCM and SNFI partners which coincided with the flash flooding and heavy rain season.

Feedback themes highlighted key concerns among the affected population:

- NFI Kits (39%)
- Tent and NFI kit (9%)
- RRM (8%)
- Inclusion on resident list (6%)
- Plastic Sheets (6%)
- Latrines (5%)

Figure - Feedback Received in 2024 by Sector



Engagement: What Feedback was Received?

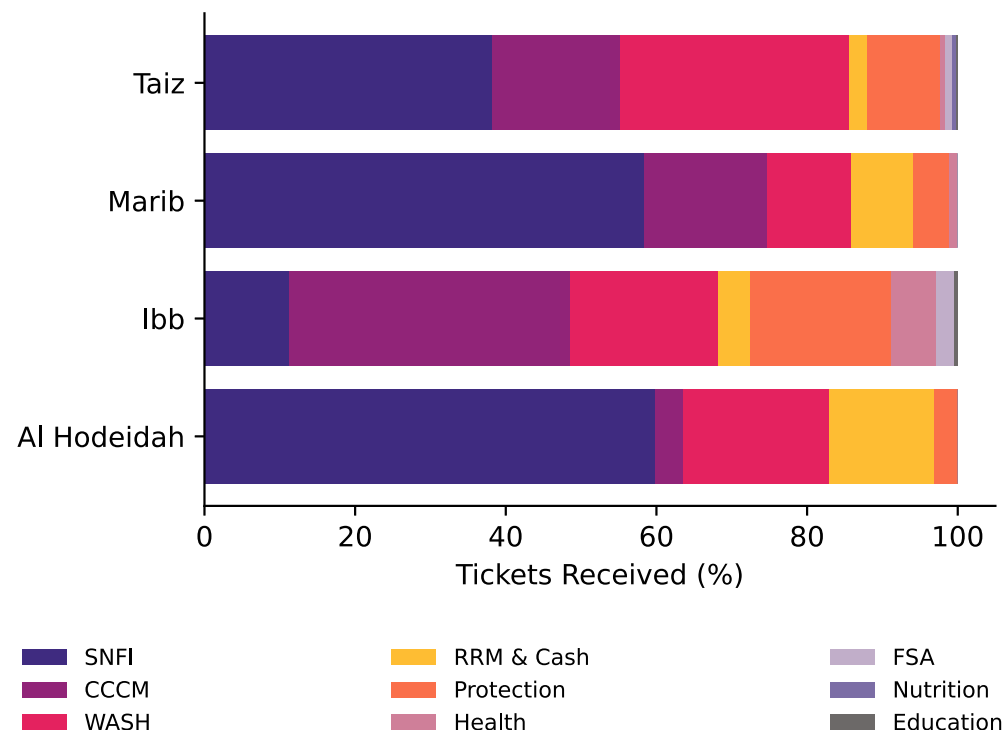
Geographic Analysis

A spike in feedback was observed in June with an increase in requests for 2,962 requests for NFI Kits largely originating from Marib Al Jufainah. This coincided with a targeted distribution of NFI kits to vulnerable households which contributed to the increase in requests for NFI kits from those not selected through targeting. This increases again December due to a verification assessment being conducted for targeted NFI distribution.

Additional observations about geographic distribution can be made:

- The 3 large IDP sites in Marib Governorate, accounted for the largest share of referrals, 13,378 feedback (81% of total feedback). Requests regarding NFI kits, Tent and NFI kits, RRM, and Plastic sheets, were the most common.
- Al Hodeidah received 2,066 pieces of feedback across 15 sites and had themes similar to Marib's. However, it had a notably higher proportion of RRM & Cash requests than other locations.
- Taiz, with 13 IDP sites, recorded only 667 pieces of feedback for 2024, and Ibb Governorate, accounted for 239 pieces of feedback across 19 sites. Both governorates had a more varied theme of feedback with a higher proportion of feedback for CCCM, WASH, and Protection compared to other locations.

Figure - Feedback Received by Governorate & Sector



The People: Who Provided Feedback?

The majority of the 16,350 pieces of feedback received in 2024 were collected through the Information Desk (49%), 'CCCM Team member / Face to Face' (20%), and IOM mission-wide Hotline (14%). The hotline's usage noticeably increased in the second half of the year due to the successful rollout of the free-of-charge, mission-wide hotline and the closure of the CCCM field hotline. Over the course of the year, women and girls were more likely to approach CCCM staff directly or call the IOM mission-wide hotline than men and boys who used the Information desk.

Women & Girls

Women and Girls submitted 3,035 pieces of feedback, accounting for 19% of the total. Most feedback (94%) came from internally displaced women aged 31 to 59 (70%). Their feedback mostly related to NFI Kits, Tent and NFI kit, and RRM. While the top feedback types were similar to men's top feedback, women and girls were proportionately more likely to submit feedback about protection and requested for babies and protection kits in higher numbers.

SM made 2,464 referrals from women and girls. Service providers responded to 1,993 referrals and reported resolving 28% of these referrals. However, 471 referrals expired without a response, so roughly 2 out of 10 women and girls did not receive a response within 45 days.

Men & Boys

Men and Boys submitted 13,308 pieces of feedback (81%). Almost all feedback (97%) came from IDP men, mainly aged between 31 and 59 (84%). Their primary concerns included NFI Kits, Tent and NFI kit, and RRM.

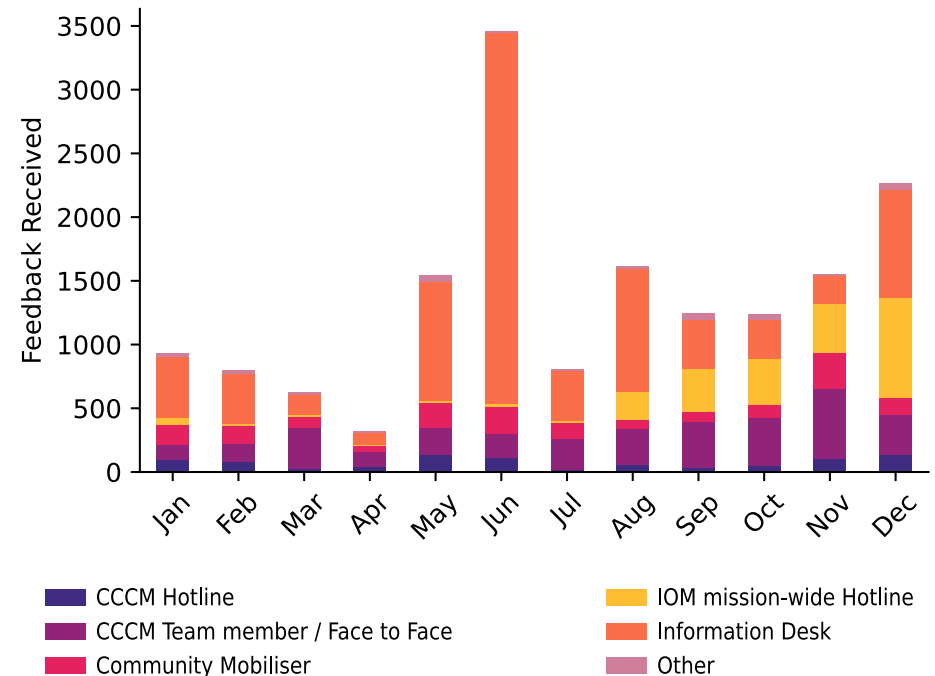
SM processed 11,051 referrals from men and boys. Of these, 9,181 referrals received a response from service providers, with 27% resolved. However, 1,870 referrals expired, meaning 2 out of 10 men and boys did not receive a response from service providers within 45 days.

Vulnerable Households

Vulnerable households accounted for 22% of the total feedback, which mainly focused on RRM, NFI Kits, and Tent and NFI kit. A vulnerable household may include family members with disabilities, chronic illnesses, widows, the elderly, or households led by children or females.

In 2024, 2,425 issues from vulnerable households were fully processed with 1,839 referrals receiving a response from service providers. Of these, 40% were reported resolved. Generally, 586 referrals expired, and 2 out of 10 vulnerable households reported no response to their feedback from service providers.

Figure - Feedback Received by Channel



Resolution: Was Feedback Resolved?

In 2024, site management agencies completed 13,516 referrals, meaning they closed the feedback loop with the person providing the feedback and shared the results with them. This marks a significant increase from 2023, which only had 3,485 completed referrals. Service providers responded to 11,175 referrals (83% of completed referrals), with a monthly average response rate of 79%. The most common provider responses were Lack of Funds (58%), Resolved (24%), and Not Eligible (11%).

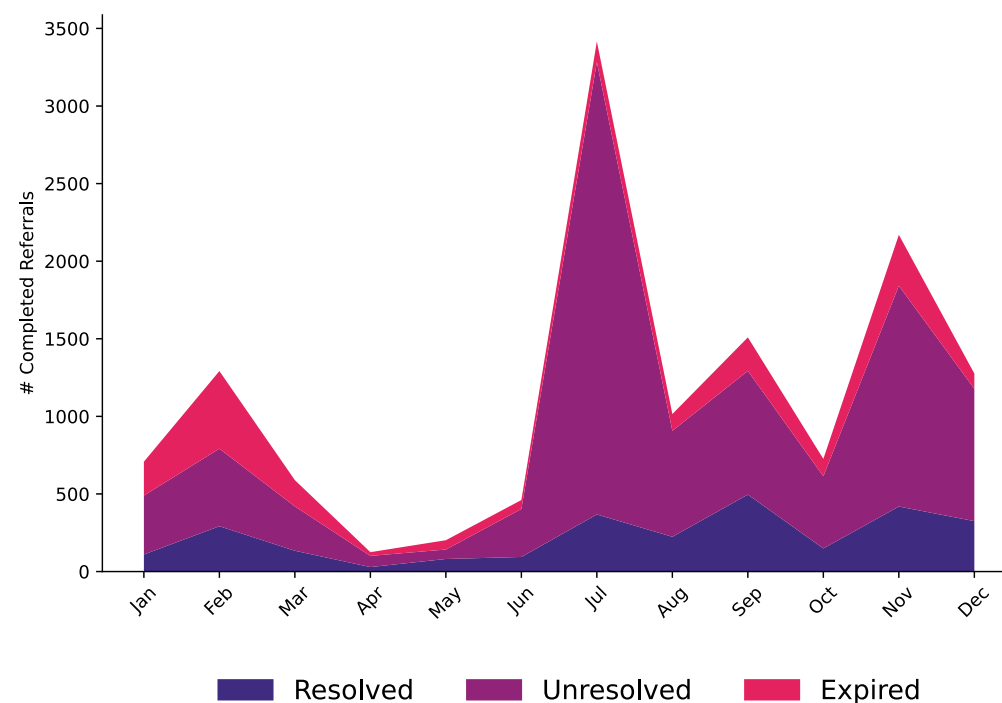
Service providers reported resolving 2,721 referrals (20%). The monthly average resolution rate was 23%. May recorded the highest resolution rate at 41%, whereas July declined to 11%. The drop-in resolution rate in July is likely due to the spike in feedback about NFI Kit requests the previous month that were not be resolved due to a lack of funding.

Sectoral Analysis

Resolution rates varied significantly across sectors in 2024:

- CCCM achieved the highest resolution rate at 44% (951 out of 2,178 referrals)—most resolved issues pertained to 'Inclusion on resident list' (72% of 893 referrals resolved) likely reflecting CCCM capacity to record and respond to core site management registration activities.
- SNFI and WASH partners reported low resolution rates: 13% of 7,940 referrals for SNFI and 11% of 1,425 for WASH. Key barriers included resource-intensive requests like latrines, water tanks, NFI kits, and tents, which partners cited a lack of funding as the main factor (71% for SNFI, 60% for WASH). Ineligibility for requested assistance was the second major barrier (9% for SNFI, 20% for WASH).

Figure - Monthly Referral Results



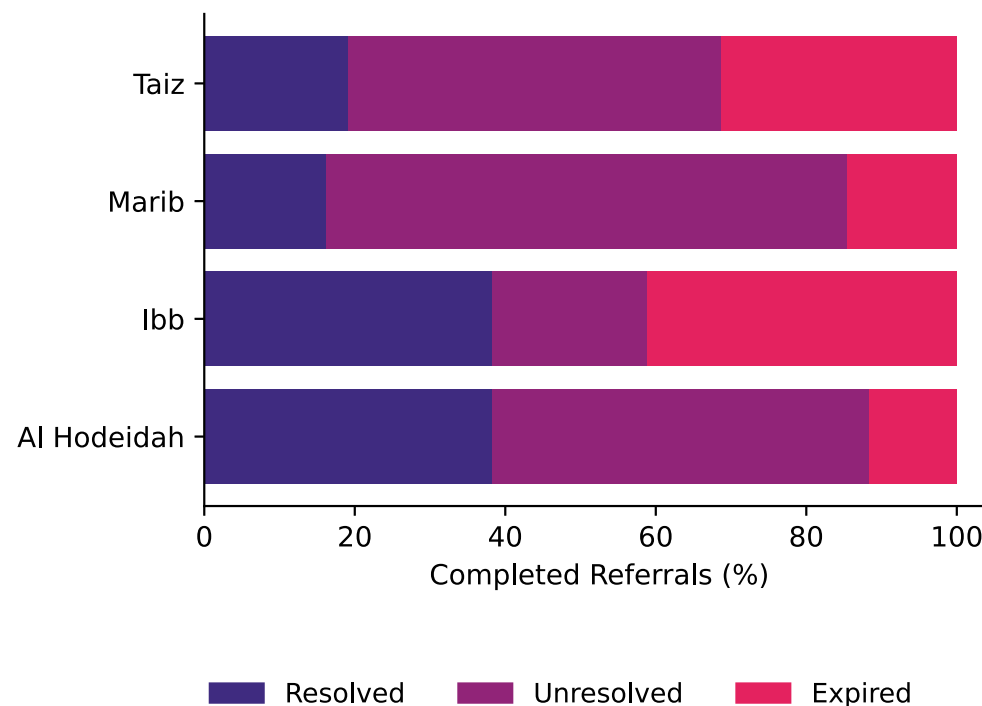
Resolution: Was Feedback Resolved?

Geographic Analysis

Resolution rates also showed significant regional differences:

- Al Hodeidah reported one of the highest resolution rate with 38% of the 2,185 completed referrals reported by providers as resolved. SNFI partners conducted targeted ESK and NFI distributions in response to feedback received about Tents, NFIs, and Plastic Sheet / Tarp which contributed to increased resolution rate in Al Hodeidah by the end of 2024.
- Marib recorded the lowest resolution rate at 16% of 10,717 completed referrals, with unresolved referrals primarily concerning requests for Tent & NFIs and RRM. In Marib, providers cited limited resources and a lack of funds to resolve the large caseload of requests.

Figure - Monthly Referral Results by Governorate



Expiration: Did Service Providers Respond?

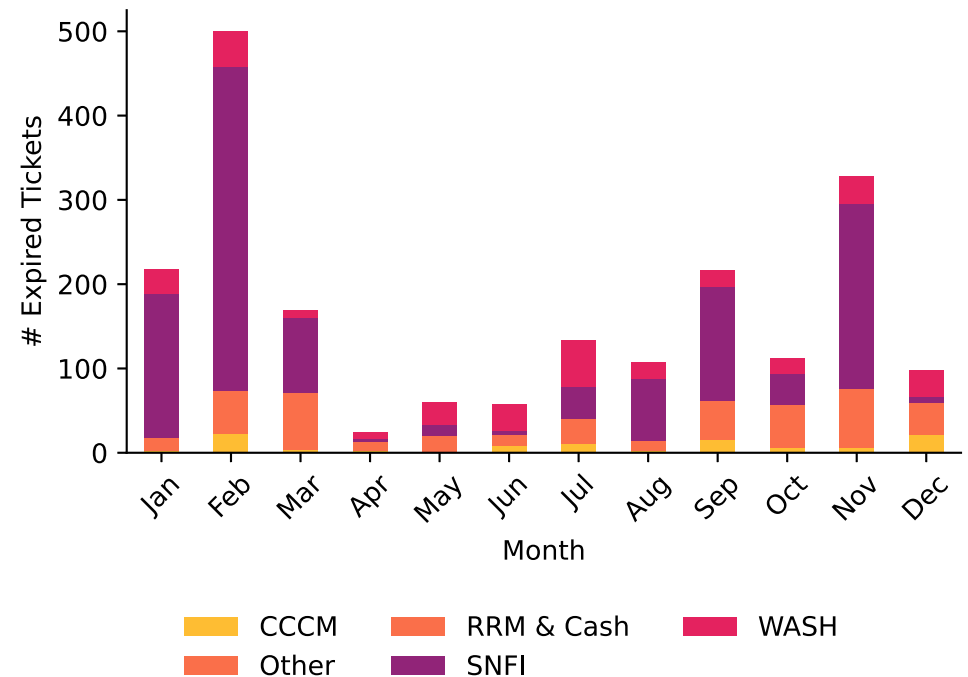
Of the 13,516 completed referrals, 2,341 (17%) expired because service providers did not respond within 45 days. On average, 21% of referrals expired each month, highlighting ongoing gaps in timely service provider engagement. July, August, and September had the lowest expiration, with providers responding to more than 90% of referrals. In contrast, January, February, and March saw the highest expirations, with providers only responding to 70% of referrals. Interestingly, an increase in expiration does not correlate with an increase in referrals but rather the opposite. As completed referrals increased in the second half of the year, the expirations rates continued to improve. These improvements are likely due to many contributing factors, such as increased coordination between CCCM and providers to ensure they can manage their referral caseloads. For providers who receive larger caseloads, such as SNFI, CCCM supported the bulk management of referrals.

Sectoral Analysis

Expiration rates varied across sectors:

- Despite receiving low feedback (155 pieces), Health providers had a notably high (over 50%) expiration rate. For example, all 21 requests for hearing aids went unresponded by healthcare providers.
- Protection partners had one of the highest expiration rates (27% of 726 referrals), mostly related to requests for Baby and Protection kits.
- CCCM achieved the lowest expiration rate (5% of 2,178 referrals) and consistently maintained it throughout the year.
- Shelter (19%) and RRM (16%) service providers also had notably low expirations despite receiving a high volume of feedback. However, SNFI's expiration rate was higher at the beginning and end of 2024.

Figure - Expiration by Sector



Expiration: Did Service Providers Respond?

Geographic Analysis

Camp differences further illustrate challenges in timely responses:

- Sites in Ibb, notably Dhi As Sufal (52% of 61), and Adh Dhihar (46% of 57) had the high expiration rates despite their low caseload, this is arguable due to the limited presence of service providers and limited programs in the area.
- The Governorate of Al Hodeidah, especially in Al Khukhah district, demonstrated a significant improvement with an expiration rate of more than 20% in the first of the year compared to less than 5% in the second half of the year. A possible contributing factor to this improvement is the increased resource allocation and improved provider responsiveness observed in the second half of the year.

Figure - Referral Results by Governorate

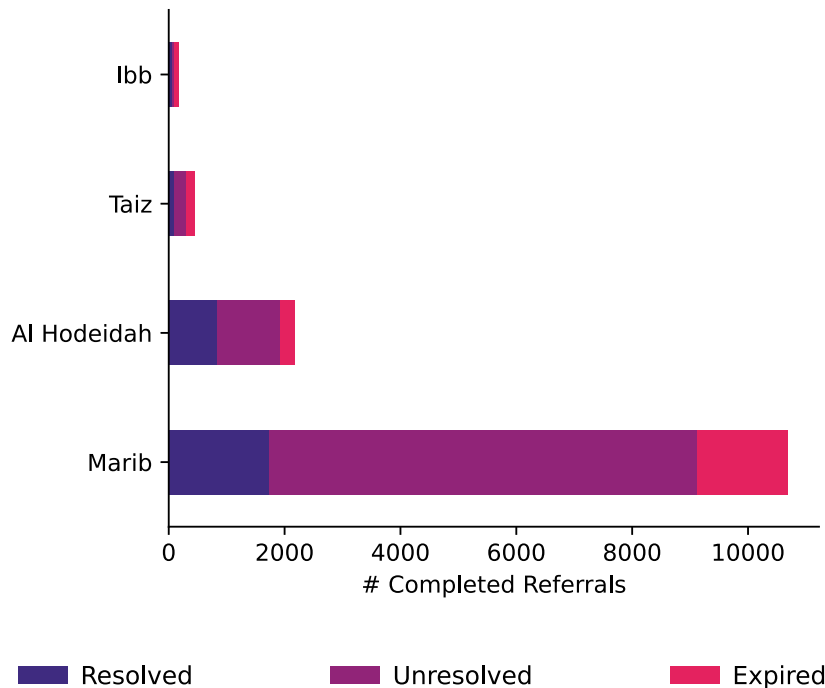
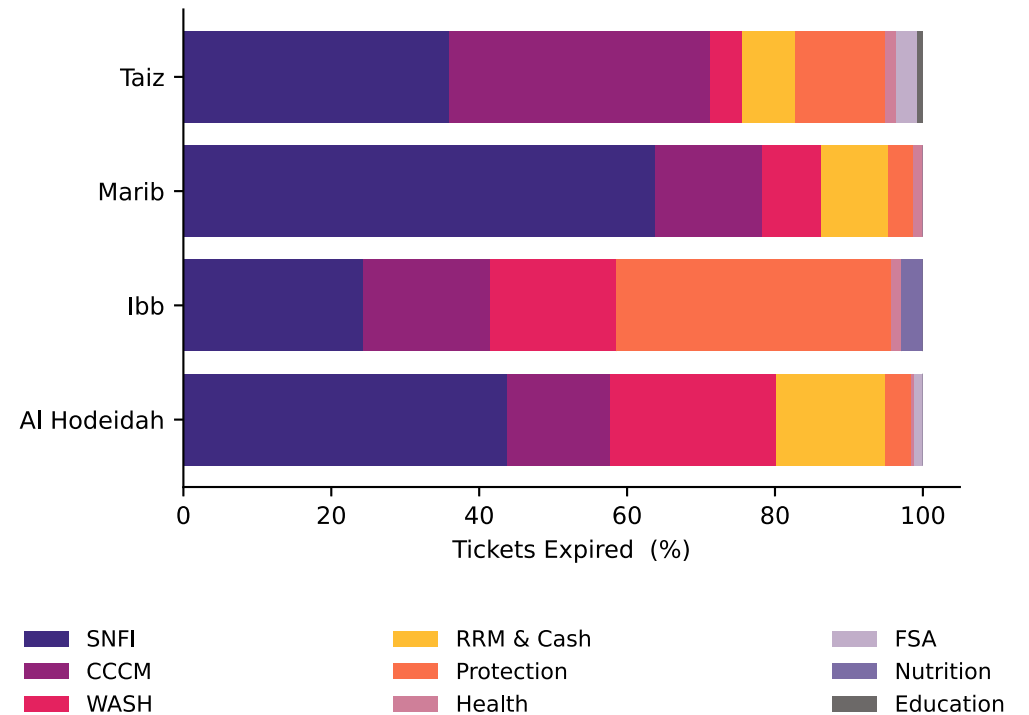


Figure - Expiration by Governorate & Sector



Recommendations & Insights

In order to consistently improve the accountability of the response to the affected population, implementing partners recommend and commit to work on the following recommendations:

- **Continue Sensitization on the Mission-Wide Hotline** - Following the successful rollout of the free-of-charge, mission-wide hotline and the cancellation of CCCM field hotlines, maintain ongoing sensitization efforts across all affected population groups. Ensure widespread awareness of the hotline and other available feedback channels.
- **Ensure Hotline Awareness in Sites Under CCCM Exit Strategy** - As CCCM prepares to exit certain sites, strengthen awareness efforts among community members and community committees. Emphasize the availability of the CFM hotline for reporting urgent, lifesaving needs beyond CCCM's presence.
- **Enhance Referral Processes and Standardize Responses** - Conduct regular reviews of referral standards and management processes with service providers to ensure alignment with current programs and available resources. Where possible, establish standard responses that CCCM can provide directly to feedback providers on behalf of service providers. This will help reduce the referral caseload, improve response times, and ensure affected populations receive timely and accurate information.
- **Leverage Feedback Data for Advocacy** - Utilize feedback results and other data sources to advocate for improved service provision in under-resourced areas. Ensure that service gaps identified through community feedback inform advocacy efforts and resource allocation decisions.

Figure - Top 10 Feedback Topics by Referral Results

