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2020

ANNUAL MONITORING REPORT



YEMEN
HUMANITARIAN
FUND

THE YHF THANKS ITS DONORS
FOR THEIR GENEROUS SUPPORT IN 2020



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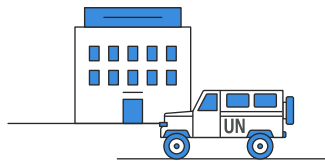
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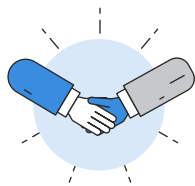
KEY MESSAGES



Despite access constraints and COVID-19 restrictions, the Yemen Humanitarian Fund (YHF) conducted **165 field monitoring missions to 119 projects** in 2020 thus fulfilling all its 2020 monitoring requirements.



56 per cent of monitoring missions assessed YHF-funded projects as performing well and 35 per cent as underperforming but for reasons beyond the partners' control.



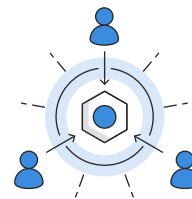
The YHF made **914 recommendations from monitoring missions**, shared them with implementing partners, and followed up on the actions taken by partners to address them.



96 per cent of 12,302 people interviewed via Beneficiary Verification Surveys indicated that they were satisfied with services they received through YHF-funded projects.



The YHF Beneficiary Feedback and Complaints Mechanism was launched in February 2020 and **1,775 people provided feedback**.



The YHF provided **timely updates to cluster coordinators and hub managers with key monitoring findings** upon review of monitoring reports to ensure that the findings of YHF monitoring can be used by the broader humanitarian community.



Key challenges to monitoring of YHF-funded projects included travel restrictions, bureaucratic impediments and the poor quality of some monitoring reports.

EXECUTIVE SUMMARY



Ghassan Al-Ansi and Fahd Al-Dhabi, YHF Programme and Monitoring Officers, conduct project monitoring in Almahweet.

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This report provides an overview of the Yemen Humanitarian Fund (YHF) monitoring activities from 1 January to 31 December 2020, analyses monitoring results and provides a summary of key recommendations shared with partners. The report builds on earlier YHF monitoring reports covering 2018 and 2019.

Despite access challenges, COVID-19-related restrictions and other constraints, the YHF conducted 165 monitoring visits in 2020, thereby fulfilling all of its 2020 monitoring requirements. However, the YHF changed the modality of many monitoring missions from the OCHA Humanitarian Financing Unit staff visits to monitoring by Third-Party Monitoring (TPM) companies.

Fifty-six per cent of monitoring missions assessed YHF-funded projects as performing well, 35 per cent as underperforming but for reasons beyond the partners' control, and 8 per cent as underperforming, without an adequate justification.

The YHF reached 12,508 people through remote call Beneficiary Verification Surveys (BVS), which

supplemented selected monitoring missions. The surveys were conducted by trained data collectors who administered structured questionnaires. The respondents were randomly selected from distribution lists and constituted a representative sample of project beneficiaries. Out of the 12,508 interviewed people, 12,302 confirmed that they received assistance and 96 per cent of them expressed satisfaction with the services they received.

The YHF made 914 recommendations from 2020 monitoring missions, shared them with implementing partners, and followed up on the actions taken by partners to address them to ensure efficient and effective project delivery. In addition, the Fund provided timely updates to cluster coordinators and hub managers with key monitoring findings upon review of monitoring reports to ensure that the findings of YHF monitoring can be used by the broader humanitarian community.

As part of its commitment to improve Accountability to Affected Populations (AAP), the YHF launched a Beneficiary Feedback and Complaints Mechanism (BFCM)

in February 2020. The mechanism enabled beneficiaries to directly call or send a text message to a dedicated toll-free phone number and file complaints or feedback regarding YHF-funded projects. Between February and December 2020, feedback was received from 1,775 beneficiaries on 66 YHF-funded projects. The Fund shared the feedback received with implementing partners and tracked the actions taken by partners until complaints were resolved. Most complaints received were in relation to minor dissatisfaction with the assistance received.

Some of the key challenges for YHF monitoring in 2020 included travel restrictions; continued bureaucratic impediments, such as the need for prolonged negotiations with national and sub-national authorities to secure travel permits for TPM contractors; inadequate technical skills among some field monitors; poor quality of some TPM reports; long delays in providing required monitoring documents by some YHF partners; and poor mobile network coverage limiting the ability to reach some beneficiaries with phone interviews.



Young girl at a women and girls' safe space in Darwan camp, Amran
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TABLE OF CONTENTS

07	INTRODUCTION
09	PART I: SUMMARY OF MONITORING UNDERTAKEN BY YHF IN 2020
10	ABOUT YHF MONITORING MODALITIES
11	FIELD SITE MONITORING
16	REMOTE CALL BENEFICIARY VERIFICATION SURVEYS
18	BENEFICIARY FEEDBACK AND COMPLAINTS MECHANISM
20	USE OF MONITORING FINDINGS
21	PART II: SUMMARY OF KEY MONITORING FINDINGS IN 2020
22	OVERVIEW OF FINDINGS ACROSS CLUSTERS
24	Water, Sanitation and Hygiene
25	Health
26	Shelter, Non-Food Items and Camp Coordination and Camp Management
27	Food Security and Agriculture
28	Education
29	Nutrition
30	Protection
31	PART III: ANNEXES
32	ANNEX I: LIST OF 2020 YHF FIELD MONITORING MISSIONS
42	ANNEX II: BFCM COMPLAINTS/FEEDBACK CATEGORIES

INTRODUCTION

Beneficiaries of cash assistance project in Al Haymah Ad Dakhiliyah

© War Child UK



In 2020, Yemen continued to be the world's worst humanitarian crisis, driven by conflict, economic collapse and the continuous breakdown of public institutions and services. An estimated 24.3 million people, 80 per cent of the entire population, required some form of humanitarian assistance. The situation in 2020 has been further exacerbated by the COVID-19 pandemic and severe underfunding of the humanitarian response. The Yemen Humanitarian Response Plan (YHRP) was only 57 per cent funded, with US\$ 1.9 billion¹ received out of the required \$3.4 billion.

The YHF makes funding directly available to humanitarian partners operating in Yemen so they can deliver timely and effective life-saving assistance to those who need it most. Donor contributions to the Fund are unearmarked and are allocated by the YHF to eligible partners through an inclusive and transparent process in support of prioritized interventions set out in the YHRP.

In 2020, 22 donors contributed \$98 million to the Fund, with 72 per cent of the funding coming from the top 5 donors: Germany, Ireland, the Netherlands, Sweden and the United Kingdom. These generous contributions, and the balance from 2019, allowed the YHF to allocate \$98.6 million to 62 top-priority projects throughout Yemen in 2020.

Project monitoring is a critical part of the management of the YHF programme cycle and a key component of the Fund's accountability framework. It enables the Fund to systematically assess progress made towards achieving the targets of YHF-funded projects, physically verify the accuracy of results reported by partners and provide assurance to stakeholders on the delivery of YHF-funded assistance to affected communities. YHF monitoring and reporting activities have the following key objectives:

- Verifying partners' progress in delivering project outputs and activities.

¹ Figures as per OCHA Financial Tracking Service on 6 March 2021.

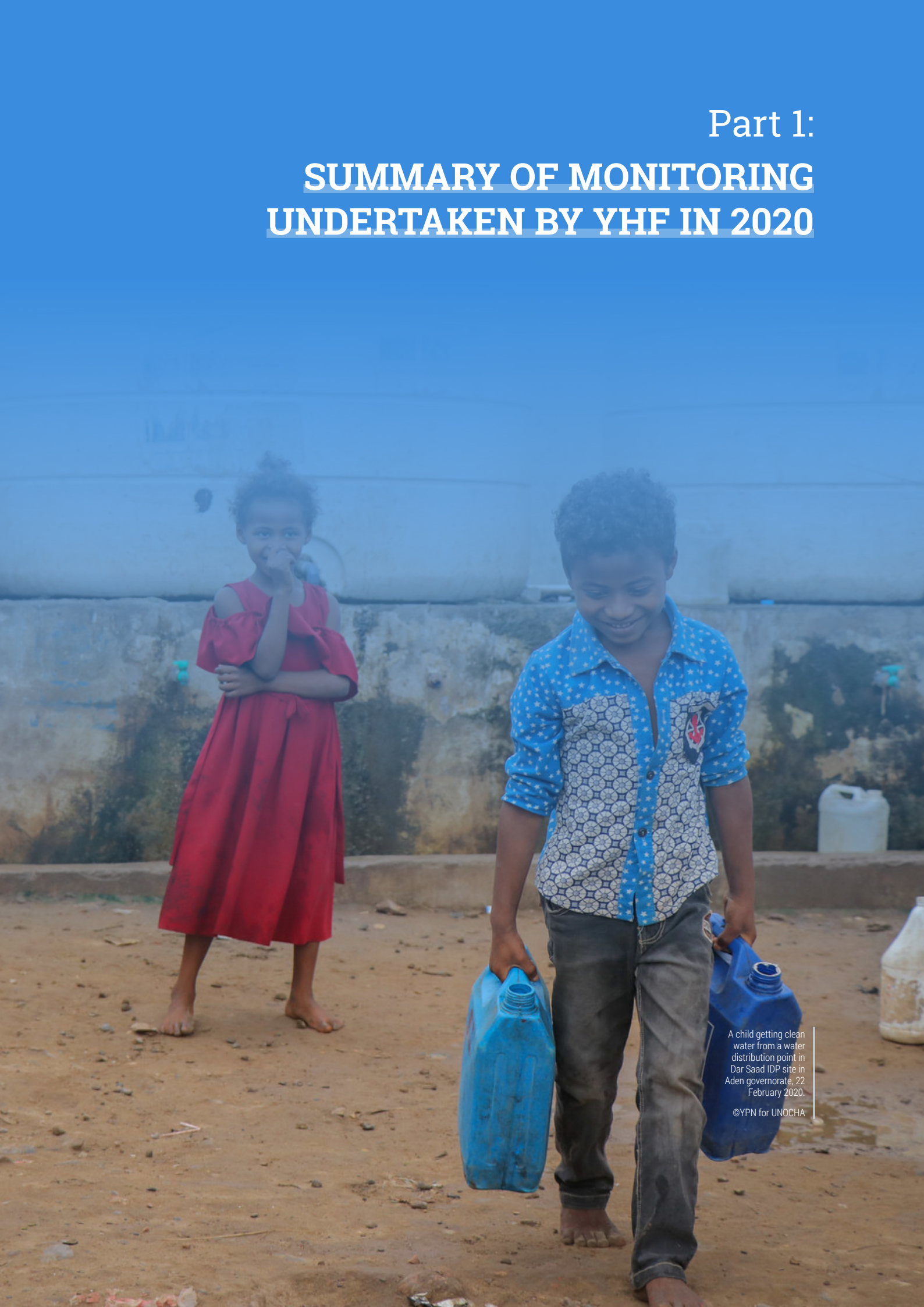
- Reviewing the use of resources as per the projects' budget.
- Verifying the projects' adherence to cluster standards and codes of conduct.
- Reviewing the accuracy of partners' monitoring and reporting.
- Verifying the quality of implementation including the consideration of cross-cutting issues.
- Seeking feedback from beneficiaries on their needs and the assistance they receive.
- Verifying the beneficiary targeting process.
- Using findings and recommendations for risk mitigation and reviewing partner risk levels.
- Strengthening partnership and coordination between OCHA, implementing partners, clusters, local authorities and affected communities.
- Using the collected information for public information.

Rania Abulraheem
conducts an
assessment mission
at Al Sha'ab IDPs
collective center in
Aden.

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Part 1: SUMMARY OF MONITORING UNDERTAKEN BY YHF IN 2020



A child getting clean water from a water distribution point in Dar Saad IDP site in Aden governorate, 22 February 2020.

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ABOUT YHF MONITORING MODALITIES

Given the challenging operating environment in Yemen, YHF uses three monitoring modalities for comprehensive monitoring of the projects it funds. The modalities are:

- Field site monitoring
- Beneficiary Verification Surveys
- Beneficiary Feedback and Complaints Mechanism

The combination of these monitoring modalities enables the YHF to receive and triangulate information from several independent sources. Despite the limitations on OCHA staff travel in Yemen, these modalities enable the Fund to retain direct access to the voices of beneficiaries.

Throughout 2020, YHF monitored 119 projects through 165² field monitoring missions. This resulted in the YHF meeting all its monitoring requirements set out by the Fund's operational modalities, which was an improvement from 2019.

In addition, YHF interviewed 12,508 beneficiaries using Beneficiary Verification Surveys (BVS) and received 1,775 feedback/complaints through the Beneficiary Feedback and Complaints Mechanism (BFCM).

KEY ACHIEVEMENTS PER YHF MONITORING MODALITY IN 2020



119 projects monitored through 165 field site monitoring missions



12,508 beneficiaries interviewed through Beneficiary Verification Surveys



1,775 feedback/complaints received from beneficiaries and whistleblowers through the Beneficiary Feedback and Complaints Mechanism

NOTE ON METHODOLOGY USED IN THIS REPORT

Field site monitoring missions included in this report are missions that took place in 2020 regardless if the monitored projects ended in 2020 or 2021. This methodology differs from the one used in the YHF Annual Report which includes missions on projects ending in 2020 regardless if these missions took place in 2019, 2020 or 2021. Hence, the number of monitoring missions presented in the 2020 YHF Annual Report and Monitoring Report are different.



Hani Al-Haddad, YHF Programme and Monitoring Officer, conducts project monitoring in Al-Dhale'e.

© UNOCHA/YHF

² Four delayed missions conducted in 2020 on projects that ended in 2019 are excluded from this figure. Two delayed 2020 missions, which were conducted in January 2021 are excluded as well. Although, as per the Fund's rules, the requirement for conducting these two missions was fulfilled, they are not part of this report because they took place in 2021.

FIELD SITE MONITORING

People fetch water from a newly constructed water point in Khayran Al Muharraq, Hajjah.

© RDP



About YHF field site monitoring

Field site monitoring is the principal monitoring modality used by the YHF. It consists of reviewing project documents and meeting with partners in preparation for missions; visiting project sites to observe the implementation and to interview beneficiaries and other stakeholders; drafting of reports; and following up with implementing partners on monitoring findings.

The YHF field site monitoring is done by two third-party monitoring companies and by OCHA. In exceptional circumstances, in-person site visits under this monitoring modality may be replaced by remote call monitoring if a project has a well-documented progress on its implementation through other sources and a limited budget. The remote call monitoring under this modality follows the same processes and templates as in-person visits to project sites.

Field site monitoring requirements and planning

The YHF field site monitoring requirements for each project are defined by the operational modalities outlined in the Fund's Operational Manual. These requirements are determined by the partner's assessed risk level, the size of the project budget, the duration of the project and the type of the partner. When necessary from a risk management point of view, the YHF can conduct additional monitoring beyond the requirements specified by the operational modalities. Consequently, the YHF monitors nearly all the projects it funds.

Once the monitoring requirements are defined, the Fund develops a detailed monitoring plan, which is continuously adjusted based on partners' implementation progress and the identification of the optimal time to monitor the projects.

In 2020, YHF monitored 119 projects through 165 field monitoring missions. This included 157 missions that were required as per the operational modalities and 8 additional missions, which were not officially required. The YHF fulfilled all its monitoring requirements in 2020, which was an improvement on 2019 when the Fund had 96 per cent monitoring compliance rate.

Coverage of field site monitoring conducted in 2020

Ninety per cent of projects monitored in 2020 were from 2019 standard allocations (48 per cent from the second standard allocation and 42 per cent from the first standard allocation). The remaining ten per cent of projects monitored in 2020 were from 2019 reserve allocations and 2018 first standard allocation.

The number of monitored projects was lower than the number of monitoring missions because, as per the YHF operational modalities, some projects were monitored more than once. Of the 119 projects monitored, 76 projects were monitored once, 40 projects were monitored twice, and 3 projects were monitored three times. This translated into 165 field site monitoring missions (see Annex I for details).

In 2020, the Fund monitored 65 national NGO projects through 104 monitoring missions; 42 international NGO projects through 46 missions; 7 UN agency projects through 7 missions; and 5 Red Crescent Society projects through 8 missions.

The number of monitored projects as compared to the number of monitoring missions by risk level showed similar ratios. The YHF monitored 42 high-risk projects through 74 monitoring missions; 50 medium-risk projects through 62 missions; and 27 low-risk projects through 29 missions.

A comparison between the number of monitoring missions and the number of monitored projects shows that, as per YHF operational modalities, high-risk projects are monitored more frequently than medium- and low-risk projects.

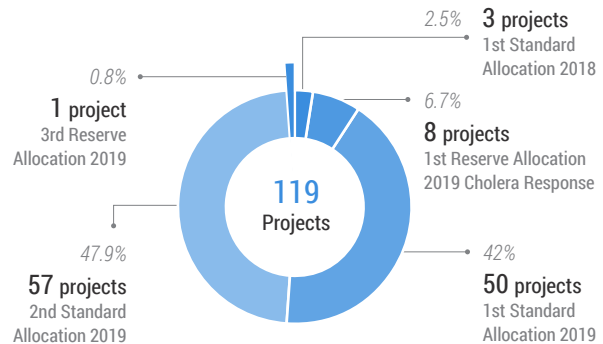


Monthly meeting of the community committees in the IDPs hosting site in Mukha.

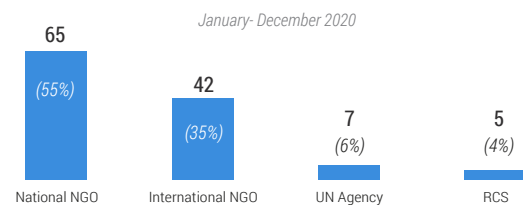
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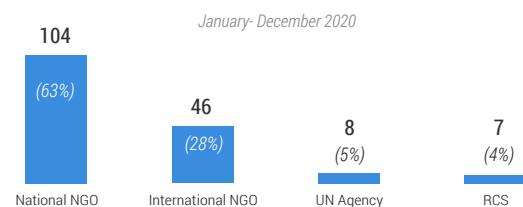
MONITORED PROJECTS IN 2020 BY ALLOCATION



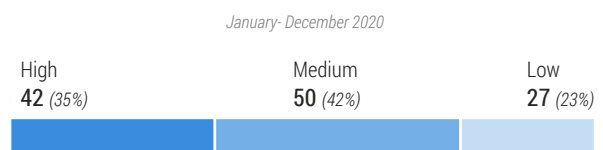
NUMBER OF MONITORED PROJECTS BY ORGANIZATION TYPE



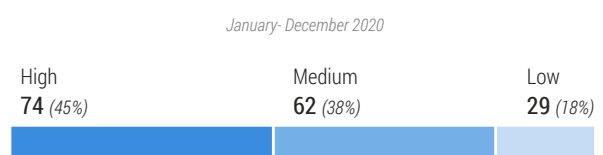
NUMBER OF MONITORING MISSIONS BY ORGANIZATION TYPE

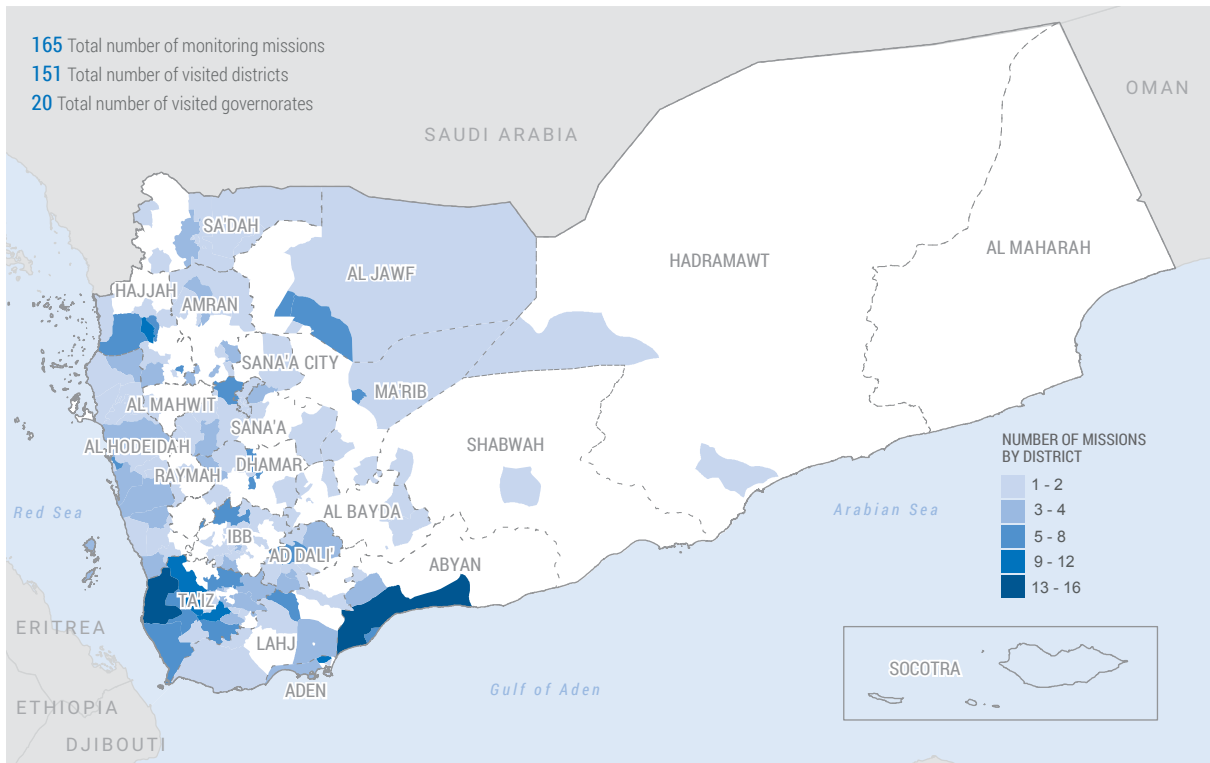


NUMBER OF MONITORED PROJECTS BY PROJECT RISK LEVEL



NUMBER OF MONITORING MISSIONS BY PROJECT RISK LEVEL



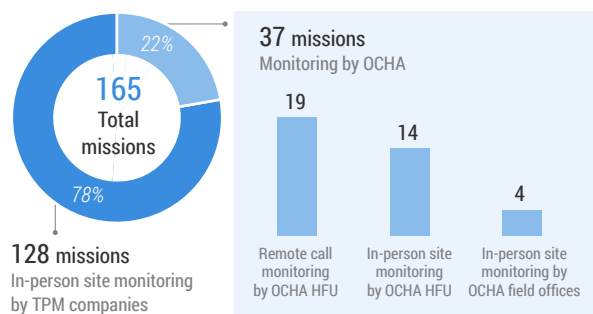


The monitoring missions conducted by YHF in 2020 covered 151 districts in 20 governorates. Most districts were visited more than once, with the most frequently visited districts being Al Makha in Ta'iz, which was visited 16 times, Khanfar in Abyan, which was visited 13 times and Dar Sad in Aden, which was visited 11 times.

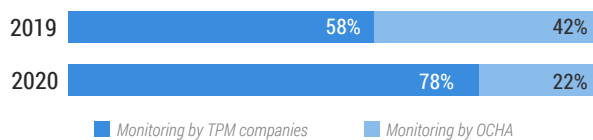
The COVID-19 pandemic and subsequent travel restrictions impacted the in-person site monitoring for OCHA staff. As a result, the Fund's TPM companies conducted a larger proportion of missions compared with OCHA missions than in previous years.

In 2020, 22 per cent of missions were conducted by OCHA and 78 per cent by TPM companies, while in 2019, 42 per cent were conducted by OCHA and 58 per cent by TPM companies. Nevertheless, the Fund retained a direct communication with beneficiaries through a limited number of in-person missions, remote call monitoring and Beneficiary Feedback and Complaints Mechanism.

PROPORTION AND TYPE OF TPM/OCHA MONITORING MISSIONS IN 2020



PROPORTION OF TPM/OCHA MONITORING MISSIONS IN 2019 AND 2020



Methodology of assessing project implementation performance

Each of the 165 monitoring missions assessed the implementation performance of projects through reviewing and scoring the following monitoring components:

- Implementation progress against the project work plan and set targets
- Adherence to cluster standards, principles and code of conducts
- Beneficiary satisfaction and appreciation
- Coordination and collaboration with key actors and stakeholders
- Monitoring and reporting
- Gender mainstreaming
- Accountability to Affected Populations
- Protection mainstreaming

The final assessment score of each monitored project was then calculated using weighted average of these monitoring components with the first two – (1) progress against the work plan and (2) adherence to cluster standards, principles and code of conducts – accounting for 65 per cent of the overall score.

The final score was then translated into one of the following five implementation performance ratings:

- Outstanding performance – assigned when monitoring findings indicate that project implementation and quality of response exceeded expectations and is on

track to exceed project targets.

- Good performance – assigned when findings indicate that project implementation progressed well against the workplan, is on track to achieve project targets and demonstrates good quality implementation.
- Underperforming but justified – assigned when project progress is less than expected against work plan but there is valid justification for underachievement.
- Underperforming and not justified – assigned when project progress is less than expected against work plan and the IP does not have a valid justification for underachievement.
- No performance – assigned when there is no tangible progress in implementation.

The YHF aims to monitor the projects during their implementation period so the monitoring findings can be provided to the implementing partners and used to correct the implementation of the projects. (E.g. a one-year project may be monitored in its fourth month and its eighth month of implementation.)

As such, the monitoring results included in this report do not represent the final picture of the project implementation but a snapshot at the time of monitoring. The information on project implementation performance throughout the report represents findings from each monitoring mission. (E.g. for a project monitored twice, performance data from both missions are included in all analysis in this report. This project may be assessed as performing well when monitored the first time but as underperforming when monitored the second time.)

The project implementation performance ratings presented in this report include information from each monitoring mission, not final project performance scores.

YHF team conducts monitoring of YDN Health and Nutrition project in Maswer health facility in Amran.

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Assessed project implementation performance

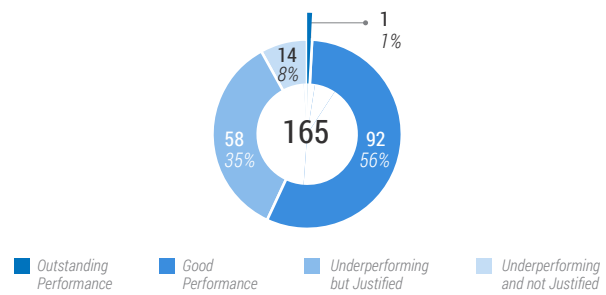
The monitoring findings show that more than half of the monitored projects performed well and more than a third underperformed but for reasons mostly beyond the partner's control. Only 8 per cent of projects monitored underperformed for no good reasons and one project received a rating of outstanding performance. The performance ratings across all projects in 2020 were very similar to the ratings in 2019.

The proportion of "good performance" ratings was the highest for national NGOs (69 per cent), followed by UN agencies (43 per cent), international NGOs (35 per cent) and Red Crescent Societies (13 per cent). Although, it needs to be noted that the only project that was assessed as "outstanding performance" was a project implemented by a Red Crescent Society.

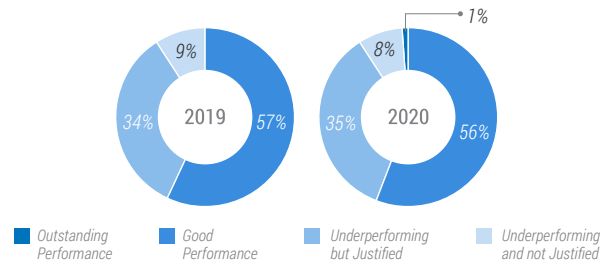
While there is no direct evidence explaining why the national NGOs on average performed better than international NGOs and UN agencies, some informed assumptions can be made. National NGOs may have had less access constraints than international organizations and may have faced less bureaucratic impediments, including obtaining their sub-agreement approvals faster.

The ratings by risk level showed similar trends. The high-risk projects had the highest proportion of "good performance" ratings.

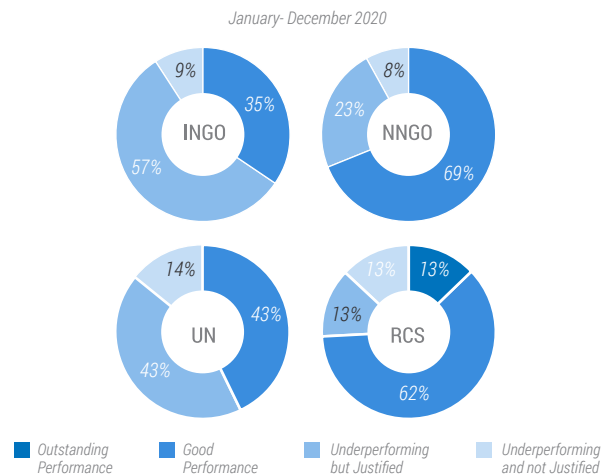
ASSESSED PROJECT IMPLEMENTATION PERFORMANCE BY MONITORING MISSIONS IN 2020



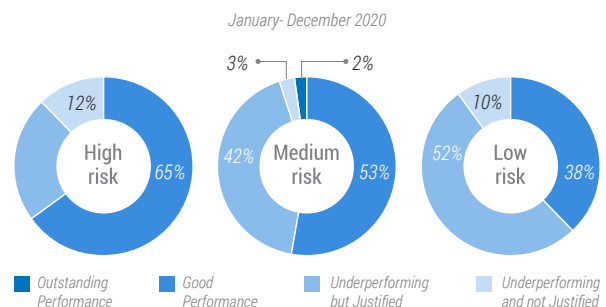
ASSESSED PROJECT IMPLEMENTATION PERFORMANCE BY MONITORING MISSIONS IN 2019 AND 2020



ASSESSED PROJECT IMPLEMENTATION PERFORMANCE BY PROJECT PARTNER TYPE January-December 2020



ASSESSED PROJECT IMPLEMENTATION PERFORMANCE BY PROJECT RISK LEVEL January-December 2020



REMOTE CALL BENEFICIARY VERIFICATION SURVEYS



In Aden city, staff of the Field Medical Foundation and YHF discuss health, childcare and sexual abuse issues with local women and children as part of the community education and awareness campaigns.

© UNOCHA/YHF

About remote call Beneficiary Verification Surveys

The YHF uses remote call Beneficiary Verification Surveys (BVS) to complement the findings of field site monitoring with quantitative and qualitative information received directly from beneficiaries. Out of 165 monitoring missions conducted by YHF in 2020, 34 were complemented by BVS. The data collected enabled the YHF to triangulate the information and validate the findings of field site monitoring by verifying that beneficiaries received assistance and surveying their overall level of satisfaction.

The BVS is conducted by trained data collectors from a call centre operated by YHF's TPM service provider. The data collectors call beneficiaries and use structured questionnaires tailored to each cluster to survey the delivery of a specific type of assistance. The respondents are randomly selected from project distribution lists and constitute a representative sample of all project beneficiaries.

The BVS are used only for projects that include distribution of in-kind aid or cash/vouchers to beneficiaries. These include distribution of agricultural inputs, cash assistance, delivery kits, dignity kits, emergency shelters, food, hygiene kits, non-food items and water filters. They do not include interventions such as the provision of protection or health assistance.

Assessed satisfaction rates through Beneficiary Verification Surveys conducted in 2020

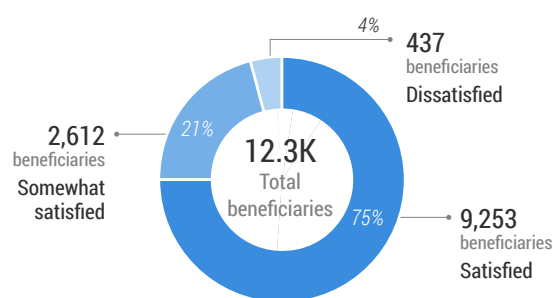
In 2020, the YHF interviewed 12,508 people from beneficiary lists through BVS, of whom 12,302 confirmed that they received assistance and 206 (1.6 per cent) said that they did not receive assistance. The collected feedback indicated that 96³ per cent of beneficiaries, who confirmed receipt of assistance were satisfied with it.

³ This figure refers to beneficiaries who indicated that they were either "satisfied" or "somewhat satisfied".

According to feedback received, beneficiaries were the most satisfied with delivery kits, dignity kits, emergency shelter kits, non-food items, and food assistance. They were slightly less satisfied with cash assistance, agricultural inputs and hygiene kits. The main reasons for dissatisfaction were the quantity of assistance received being insufficient to meet the household needs, items missing from kits and poor quality of items received.

Ceramic water filters stood out with the highest level of dissatisfaction (8 per cent dissatisfied). According to monitoring findings, the low durability of ceramic water filters was the main reason for dissatisfaction.

ASSESSED BENEFICIARY SATISFACTION THROUGH BENEFICIARY VERIFICATION SURVEYS IN 2020



ASSESSED BENEFICIARY SATISFACTION BY GENDER AND TYPE OF ASSISTANCE

		TYPE OF ASSISTANCE									
		Agricultural inputs	Cash assistance	Ceramic water filters	Delivery Kit	Dignity Kit	Emergency Shelter Kit	Food in-kind/voucher	Hygiene Kits	Non-food items	
Female											
		85%	77%	83%	75%	99%	81%	96%	85%	73%	
		15%	21%	9%	25%	0%	19%	2%	10%	27%	
		0%	2%	8%	0%	1%	0%	2%	5%	0%	
Male											
		78%	58%	84%	N/A	N/A	78%	72%	86%	57%	
		17%	37%	8%	N/A	N/A	19%	25%	11%	40%	
		5%	5%	9%	N/A	N/A	3%	3%	4%	3%	

BENEFICIARY FEEDBACK AND COMPLAINTS MECHANISM

About Beneficiary Feedback and Complaints Mechanism

As part of its commitment to improve Accountability to Affected Populations, the YHF launched a Beneficiary Feedback and Complaints Mechanism (BFCM) in February 2020, which is administered by its TPM service provider.

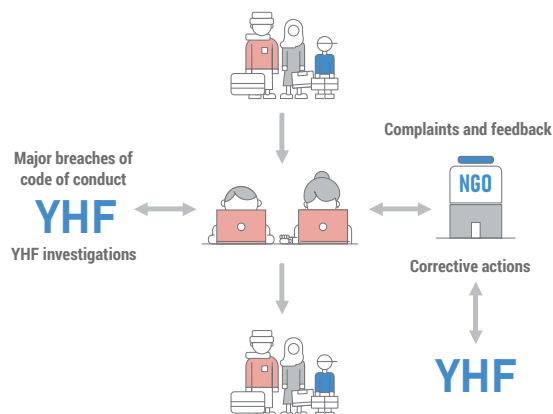
The mechanism gives opportunity to beneficiaries to directly call or send a text message to a dedicated channel (toll-free phone number and WhatsApp number) and provide complaints or feedback regarding YHF-funded projects. The BFCM complements the beneficiary complaints mechanisms that partners have in place and allows beneficiaries to provide confidential feedback directly to the YHF.

YHF requires all its partners to include information on BFCM in all project proposals and ensures that partners promote the mechanism among beneficiaries and crisis-affected communities. The YHF encourages beneficiaries and whistleblowers to report to the Fund cases of misconduct, aid diversion or other wrongdoing.

Call centre operators receive calls and messages, identify the relevant YHF-funded project, classify the feedback and register it in a dedicated online system.

Major breaches of code of conduct such as sexual exploitation and abuse, harassment, fraud, corruption and aid diversion are directly reported by the call centre to the YHF management. Upon review, the YHF management investigates this feedback with implementing partners on a case by case basis.

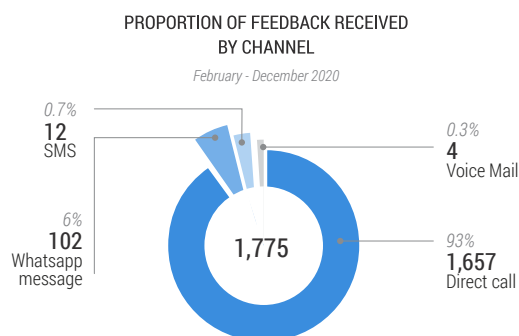
Other complaints and feedback such as exclusion of the most deserving people from beneficiary lists, issues relating to the receipt of goods and services, items missing from kits and mismanagement of distributions, are reported by the call centre to YHF partners and YHF focal points. YHF partners are then required to undertake corrective actions. The YHF reviews the actions taken by partners and, if appropriate, instructs the call centre to close the complaint. Once done, the call centre calls the complainants to inform them of the corrective actions taken. The identity of the complainants is kept confidential and is not shared outside the YHF.



Overview of the feedback received through BFCM in 2020

In 2020, YHF received feedback/complaints from 1,775 beneficiaries through BFCM. Most of the feedback, 1,660 (93 per cent), were direct calls to the toll-free number, 102 were messages received via WhatsApp, 12 were messages received via SMS and 4 were voice messages.

More than half (53 per cent) of feedback related to projects implemented by national NGOs, 24 per cent related to projects implemented by INGOs and 23 per cent related projects implemented by Red Crescent Societies. No feedback was received on UN projects.



Type of feedback received through BFCM in 2020

More than two-thirds of all feedback received related to minor dissatisfactions (1,121 cases) and dissatisfactions (121 cases). Minor dissatisfactions include issues such as broken items in kits, poor quality items received, long queues at the distribution sites and long distance between the location of beneficiaries and distributions sites. Dissatisfactions include issues such as missing items from the kits, being on a beneficiary list but not receiving assistance and being asked for money in exchange for goods/services by community leaders, registration committee or other project stakeholders (see Annex II for details of feedback categorization).

The remaining one-third of feedback received were requests for information (540 cases) and positive feedback (5 cases). The requests for information fall outside of the scope of the mechanism which was not designed to provide information to beneficiaries. However, it points to weaknesses in sharing information with beneficiaries among some of the implementing partners.

Initially, the call centre registered 27 cases of breaches of code of conduct. Breaches of code of conduct are issues such as fraud, corruption, aid diversion, abuse or sexual harassment. This can include being asked for money in exchange for goods/services by implementing partner staff. Upon review and investigation, the YHF concluded that none of the 27 cases could be classified as breaches of code of conduct. Consequently, the YHF reclassified these cases to "dissatisfaction".

The proportions of feedback/complaints per category were similar across organization types with international NGOs receiving slightly more complaints classified as major and minor dissatisfaction than other organizations. The only cases of positive feedback received were on projects implemented by national NGOs.

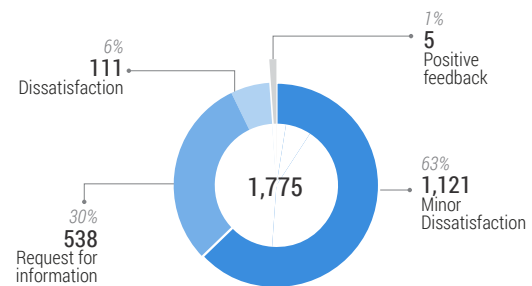
The BFCM proved to be an important tool, providing information on a continuous basis, to inform ongoing project implementation. The mechanism is particularly useful for detecting critical issues at an early stage of implementation, such as beneficiary targeting or registration problems, so that timely corrective action can be taken.

The YHF has been learning from this first year of implementation during which it faced some operational challenges. These included issues with the online system used for managing BFCM, internal capacity to process the complaints timely, and slow response time by some



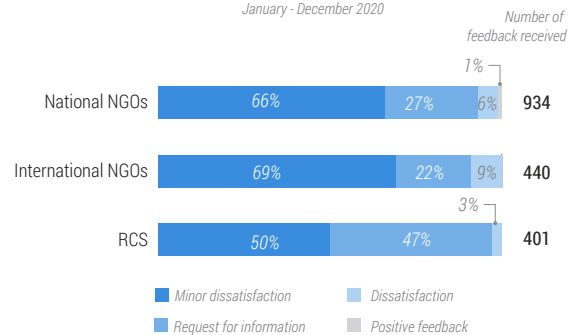
FEEDBACK RECEIVED IN 2020
BY CATEGORY

January - December 2020



FEEDBACK RECEIVED
BY PARTNER TYPE

January - December 2020



implementing partners. As a result, as of late March 2021, seven per cent of cases received in 2020 remained open and a follow up on them continued. Two-thirds of these cases dated back to November and December 2020.

YHF is committed to timely follow up on all feedback/complaints and is currently undertaking several measures to improve the timeliness of resolving cases in 2021. These include putting in place better internal follow up processes, updating the contact list of BFCM focal points among all implementing partners, providing training on BFCM and the online system, as well as strengthening the oversight of BFCM.

USE OF MONITORING FINDINGS

Monitoring information gathered through the field site visits, BVS and BFCM in 2020 enabled the YHF to formulate 914 recommendations, which were shared with implementing partners and clusters. The partners were required to undertake corrective measures in response to these recommendations to ensure efficient and effective project implementation.

YHF also made its monitoring findings in 2020 available to the broader humanitarian community in Yemen. Upon review of field site monitoring reports, YHF regularly drafted summaries of key monitoring findings and shared them with

cluster coordinators and hub managers. This ensured that the findings of YHF monitoring can be used by key actors in Yemen humanitarian coordination structures because many of them are indicative of broader trends and issues in the delivery of humanitarian assistance in the country.

Lastly, critical findings from field monitoring were also used to continuously assess the partners' overall performance, review their risk level and inform the Fund's risk management framework.



A displaced family which fled Taiz during fighting in 2017 and have made Aden their home.

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Part 2: SUMMARY OF KEY MONITORING FINDINGS IN 2020



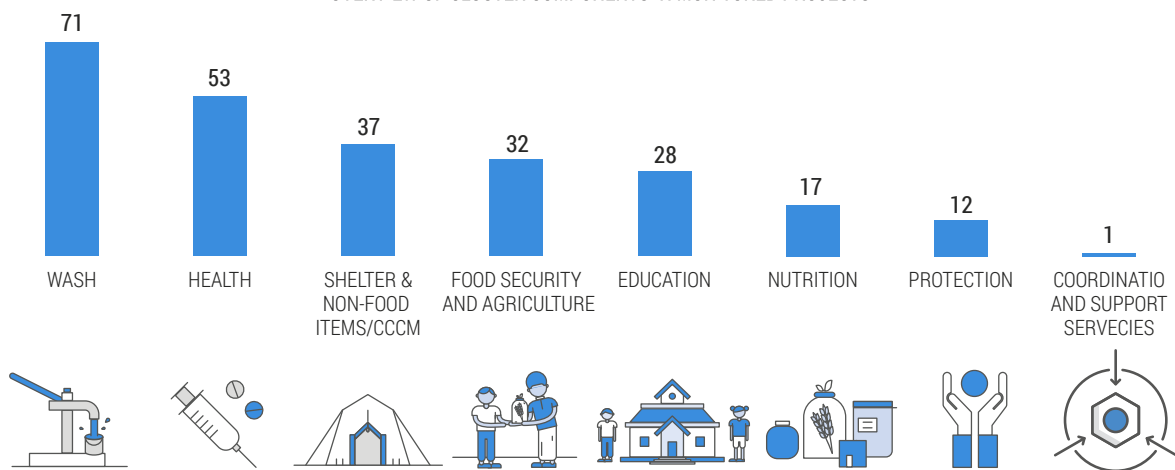
OVERVIEW OF FINDINGS ACROSS CLUSTERS

Common key findings across clusters

The following are commonly observed monitoring findings across clusters. Many of these are similar to those reported in the 2018 and 2019 YHF monitoring reports and through the HRP accountability tools developed by clusters. The fact that these challenges persist highlights the complex operating environment in Yemen and that many of them may be beyond the capacity of implementing partners to address. These challenges include:

- Bureaucratic impediments such as delays in signing sub-agreements, delays in visa and work permits and restrictions on movement, significantly affected implementing partners' ability to deliver timely assistance and adequately monitor implementation.
- Lack of full control of beneficiary selection criteria, including beneficiary identification, registration and verification by implementing partners (interference by other stakeholders).
- Some beneficiary registration committee members, particularly community leaders, requesting payment from beneficiaries for humanitarian assistance.
- Lack of appropriate feedback and complaints mechanisms in various project locations, beneficiaries lacking knowledge about such mechanisms, or implementing partners' lack of proper tracking systems for documenting feedback and the actions taken.
- Inadequate information sharing by implementing partners, resulting in a low level of beneficiary awareness about available support.
- Poor field monitoring and oversight, as well as weak internal project monitoring and tracking systems among implementing partners, including lack of timely post-distribution monitoring or no post-distribution monitoring.
- Inadequate locations of some distribution centres resulting in beneficiaries having to travel long distances and incur costs to collect assistance.
- Inconsistencies in payments of incentives. Some recipients were paid reduced incentive amounts; some were asked to share their incentives with others, who were not targeted by incentive payments; and some received their incentives late.

OVERVIEW OF CLUSTER COMPONENTS IN MONITORED PROJECTS



*One project monitored may include more than 1 cluster, which is why the total does not amount to 100%.

Project implementation performance across clusters

More than a third of projects monitored in 2020 were multicluster projects. Seventy-one monitored projects had Water, Sanitation and Hygiene (WASH) components; 53 monitored projects had Health components; 37 monitored projects had Shelter, Non-Food Items and Camp Coordination and Camp Management⁴ (SNFI/CCCM) components; 32 monitored projects had Food Security and Agriculture (FSA) components; 28 monitored projects had Education components; 17 monitored projects had Nutrition components, 12 monitored projects had Protection components, and 1 monitored project had Coordination and Support Services (CSS) component⁵.

More than half of projects with WASH, Health, SNFI/CCCM, FSA, and Education components performed well. Projects with Nutrition and Protection components seemed to face more challenges. While the reasons for underperformance of projects with Nutrition components are harder to grasp, according to the monitoring findings, the sensitive nature of projects with Protection components often resulted in additional bureaucratic obstacles delaying the implementation timeline.

However, it must be noted that the analysis of assessed performance by cluster faces several limitations. First, the sample size largely differed between clusters with the highest, 71 projects with WASH components, and the

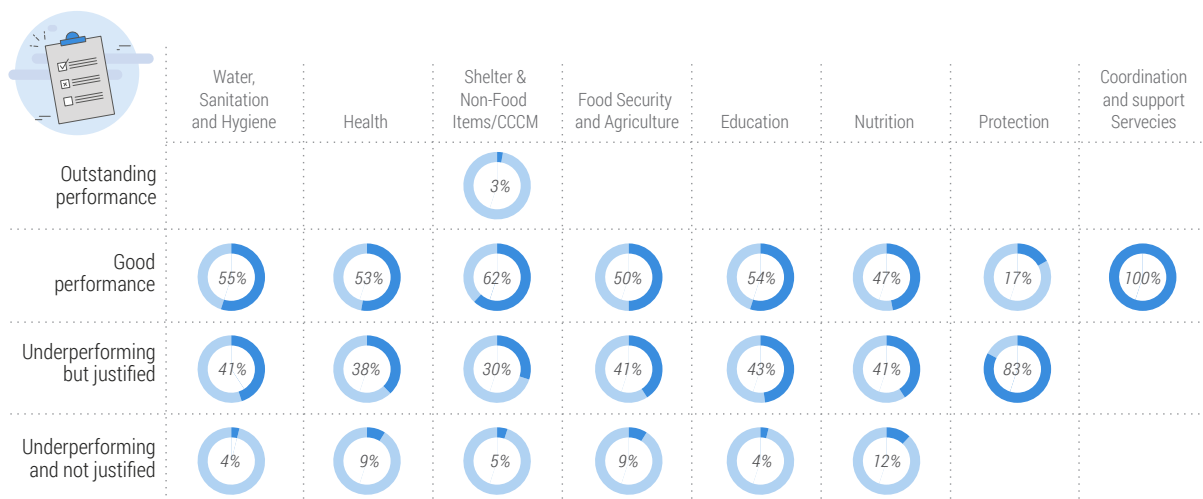
lowest, 12 projects with Protection components. Second, for multicluster projects, the monitoring missions did not assign separate scores per each cluster component but one score for the entire project. Last, the CSS cluster was excluded from this analysis because there was only one CSS project monitored in 2020.



An IDP from Al Hudaydah lives in a shack outside Aden. He earns roughly a dollar a day selling plastic to a recycling business in town.

©Giles Clarke for UN/OCHA

IMPLEMENTATION PERFORMANCE OF MONITORED PROJECTS IN 2020 BY CLUSTER

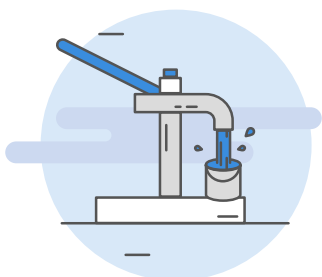


⁴ CCCM separated from SNFI and became an independent cluster in 2020. However, since this report covers the monitoring of projects approved in 2018 and 2019, SNFI/CCCM is presented as a single cluster.

⁵ The only monitored CSS project was the shelter and NFI common pipeline, hence the findings of the monitoring of this project are included in SNFI/CCCM section in the following chapter.

Overview of cluster specific findings

WATER, SANITATION AND HYGIENE



The YHF monitored 71 projects with WASH components in 2020. The key findings were communicated to the implementing partners and WASH cluster for improvements. The most common findings were:

- Some water and sanitation construction was not conducted according to standards. This included poor quality latrines, tanks not connected to a water network, water pumps or solar panels malfunctioning, water wells left uncovered and hand washing facilities with no proper drainage.
- Some rehabilitated water supply points were located far from beneficiaries' residence forcing them to walk long distances to collect water.
- Some water points were rehabilitated despite information suggesting that the water quality was insufficient for drinking.
- Some Water Management Committee members were selected without proper qualifications and some trainings provided to them were poor quality, which resulted in their inability to fully perform their roles.

- Some hygiene kits did not include all the required items or included fewer items than specified.
- Some beneficiaries indicated that ceramic water filters did not last long.
- Some local stakeholders requested payments during the beneficiary registration process for hygiene kits.

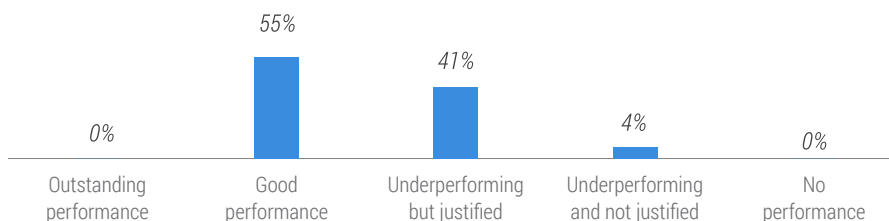
According to the findings, 55 per cent of monitored projects with WASH components performed well and 41 per cent underperformed but for reasons mostly beyond the partner's control. Only four per cent of projects with WASH components underperformed for no good reasons.

The proportion of monitored projects with WASH components that performed well increased from 52 per cent in 2019 to 55 per cent in 2020. Moreover, the proportion of projects with WASH components that underperformed for no good reasons decreased from seven per cent in 2019 to four per cent in 2020.



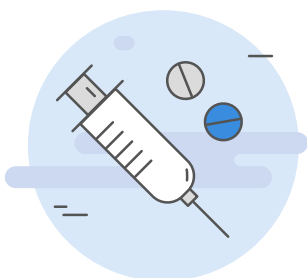
SUMMARY OF IMPLEMENTATION PERFORMANCE OF MONITORED PROJECTS WITH WASH COMPONENTS

January- December 2020



Overview of cluster specific findings

HEALTH



The YHF monitored 53 projects with Health components in 2020. The key findings were communicated to the implementing partners and Health cluster for improvements. The most common findings were:

- Some health workers were paid reduced incentive amounts, and some were asked to share their incentives with others, who were not targeted by incentive payments.
- Lack of medical registers forced some targeted health facilities to use prescription slips to track services provided.
- There were issues with the operational support provided to some health facilities. This included health facilities receiving medical supplies when they were not fully functional, receiving support to cover operational costs for fewer months than planned, receiving damaged or dysfunctional medical equipment and receiving equipment that could not be used due to lack of electricity.
- Delays in setting up oral rehydration centers and diarrhea treatment centres in some health facilities resulted in the treatment of fewer suspected cholera cases than planned.
- Some health facilities lacked vaccine cards to properly record and track immunization services.

- Water and sanitation facilities in some health centres were out of use.
- Medical supplies were stored in a poor and unsafe manner in some health facilities.
- Some health workers and community health volunteers did not receive adequate training.
- Some beneficiaries complained that key health staff were absent from the facilities during the service hours.
- Some projects did not conduct enough monitoring visits or oversight to some health facilities

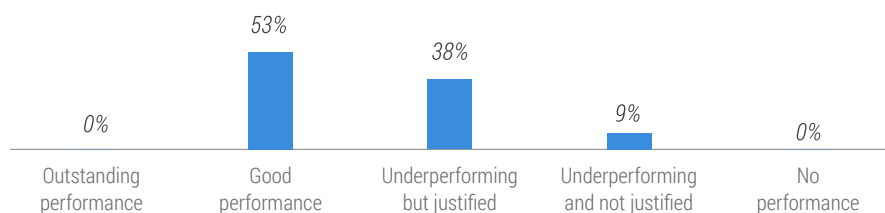
According to the findings, 53 per cent of monitored projects with Health components performed well and 38 per cent underperformed but for reasons mostly beyond the partner's control. Only nine per cent of projects with Health components underperformed for no good reasons.

The proportion of monitored projects with Health components that performed well decreased from 76 per cent in 2019 to 53 per cent in 2020. However, the proportion of projects with Health components that underperformed for no good reasons decreased from 14 per cent in 2019 to 9 per cent in 2020.



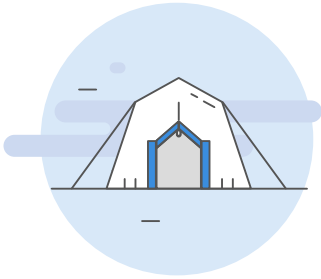
SUMMARY OF IMPLEMENTATION PERFORMANCE OF MONITORED PROJECTS WITH HEALTH COMPONENTS

January- December 2020



Overview of cluster specific findings

SHELTER, NON-FOOD ITEMS AND CAMP COORDINATION AND CAMP MANAGEMENT



The YHF monitored 37 projects with SNFI/CCCM components in 2020. The key findings were communicated to the implementing partners and SNFI/CCCM cluster for improvements. The most common findings were:

- Some distributed items, such as mattress, blankets and NFI kits, were of poor quality and some kits were incomplete.
- Some items in the NFI kits were found to be not suitable for the local context and some items were not used by beneficiaries as they were not relevant to their needs.
- Due to poor targeting, some beneficiaries who did not meet the selection criteria, received assistance. This included members of local authorities.
- Some partners' registration and verification procedures were affected by interference from local authorities.
- Some distribution centers were located far from beneficiaries' residence forcing

them to pay transportation costs.

- Some registration committee members requested money from beneficiaries for registration and refused assistance to those who did not pay.
- Some post-distribution monitoring was not done well or not done at all.

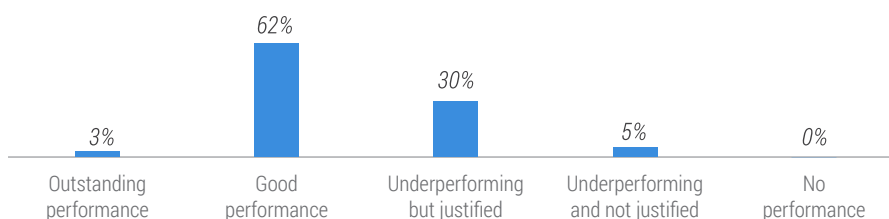
According to the findings, 62 per cent of monitored projects with SNFI/CCCM components performed well and 30 per cent underperformed but for reasons mostly beyond the partner's control. Only five per cent of projects with SNFI/CCCM components underperformed for no good reasons.

The proportion of monitored projects with SNFI/CCCM components that performed well increased from 50 per cent in 2019 to 62 per cent in 2020. Moreover, the proportion of projects with SNFI/CCCM components that underperformed for no good reasons decreased from 19 per cent in 2019 to 5 per cent in 2020.



SUMMARY OF IMPLEMENTATION PERFORMANCE OF MONITORED PROJECTS WITH SHELTER/NFIS/CCCM COMPONENTS

January - December 2020



FOOD SECURITY AND AGRICULTURE



The YHF monitored 32 projects with FSA components in 2020. The key findings were communicated to the implementing partners and FSA cluster for improvements. The most common findings were:

- Some farmers missed the sowing season due to delayed seed distribution by some implementing partners.
- Poor management of some cash distributions resulted in discrepancies in the number of beneficiaries receiving cash in different rounds of cash assistance. Some projects had to reduce and delay the number of cash distribution rounds due to bureaucratic obstacles.
- Interference by local authorities resulted in some implementing partners having limited or no control over beneficiary registration and verification activities.
- Some registration committee members requested money from beneficiaries and refused to register people who did not pay.
- Some distribution sites were poorly

selected and were far away from IDP sites, which resulted in beneficiaries having to travel far distances and incurring transport costs to collect assistance.

- Some food items, such as oil and wheat flour, provided by contracted food suppliers were of poor quality.
- Some beneficiaries were dissatisfied because they had to wait a long time to receive assistance and, at times, were treated badly by the distribution staff.

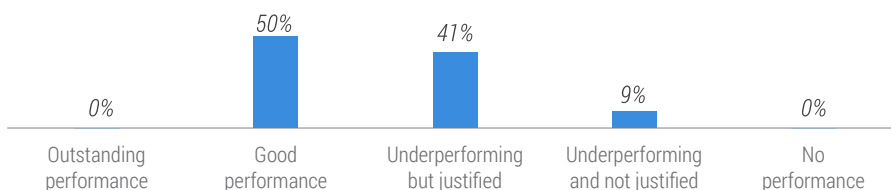
According to the findings, 50 per cent of monitored projects with FSA components performed well and 41 per cent underperformed but for reasons mostly beyond the partner’s control. Only nine per cent of projects with FSA components underperformed for no good reasons.

The proportion of monitored projects with FSA components that performed well decreased from 67 per cent in 2019 to 50 per cent in 2020. Moreover, the proportion of projects with FSA components that underperformed for no good reasons increased from five per cent in 2019 to nine per cent in 2020.



SUMMARY OF IMPLEMENTATION PERFORMANCE OF MONITORED PROJECTS WITH FSA COMPONENTS

January - December 2020



Overview of cluster specific findings

EDUCATION



The YHF monitored 28 projects with Education components in 2020. The key findings were communicated to the implementing partners and Education cluster for improvements. The most common findings were:

- Delays in construction of some temporary learning centres resulted in classes being conducted in the open space.
- There were delays with payments of some teachers' incentives and issues with reduced incentive amounts.
- Some recreational, student and teacher kits were of poor quality and some items were missing from the kits.
- Rehabilitation of water and sanitation facilities and other reconstruction work was of poor quality and/or was delayed in some schools.
- Some local authorities interfered in the identification of targeted schools and disrupted rehabilitation activities.
- The support provided to some schools did not match their needs.

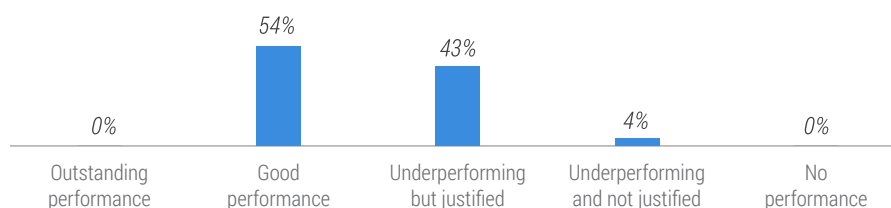
According to the findings, 54 per cent of monitored projects with Education components performed well and 43 per cent underperformed but for reasons mostly beyond the partner's control. Only four per cent of projects with Education components underperformed for no good reasons.

The proportion of monitored projects with Education components that performed well decreased from 80 per cent in 2019 to 54 per cent in 2020. Moreover, the proportion of projects with Education components that underperformed for no good reasons increased from zero in 2019 to four per cent in 2020.



SUMMARY OF IMPLEMENTATION PERFORMANCE OF MONITORED PROJECTS WITH EDUCATION COMPONENTS

January- December 2020



Overview of cluster specific findings

NUTRITION



The YHF monitored 17 projects with Nutrition components in 2020. The key findings were communicated to the implementing partners and Nutrition cluster for improvements. The most common findings were:

- Some cases of severe acute malnutrition were referred without the accompanying financial support that they were supposed to receive.
- Some partners did not properly track and document data on community-based management of acute malnutrition.
- In some facilities, the community nutrition volunteers did not receive proper training on mid-upper arm circumference screening and oedema checking.
- Some facilities did not have adequate tracking and documentation systems in place which led to discrepancies in reporting project achievements.

- The coverage of some malnutrition screening was affected by the hiring of fewer community nutrition volunteers than planned.
- Some nutrition supplies were stored in an unsafe and disorderly manner.

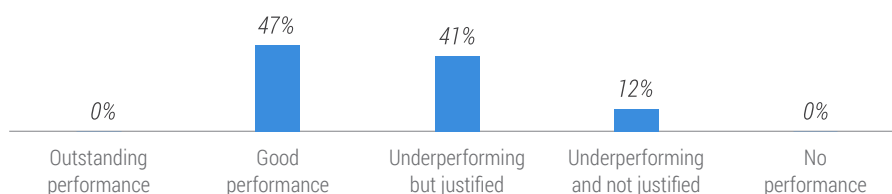
According to the findings, 47 per cent of monitored projects with Nutrition components performed well and 41 per cent underperformed but for reasons mostly beyond the partner's control. Twelve per cent of projects with Nutrition components underperformed for no good reasons.

The proportion of monitored projects with Nutrition components that performed well decreased from 69 per cent in 2019 to 47 per cent in 2020. However, the proportion of projects with Nutrition components that underperformed for no good reasons decreased from 15 per cent in 2019 to 12 per cent in 2020.



SUMMARY OF IMPLEMENTATION PERFORMANCE OF MONITORED PROJECTS WITH NUTRITION COMPONENTS

January - December 2020



Overview of cluster specific findings

PROTECTION



The YHF monitored 12 projects with Protection components in 2020. The key findings were communicated to the implementing partners and Protection cluster for improvements. The most common findings were:

- Some child friendly spaces were set-up in unsafe locations, which put children at risk of car accidents. Others lacked playground materials.
- Some legal assistance activities were inadequately implemented.
- Some referral systems were weak and there was inadequate coordination with other sectors.
- Some children with urgent protection needs were left unsupported.
- Some beneficiaries under special protection programmes, received poor-quality food items and other poor-quality supplies.
- Beneficiaries expressed dissatisfaction with the quality of some trainings.

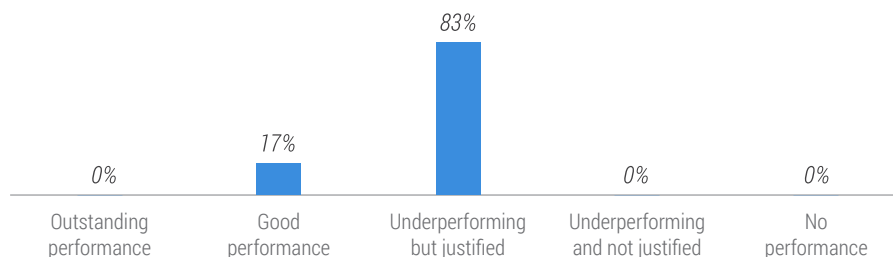
According to findings, 17 per cent of monitored projects with Protection components performed well and 83 per cent underperformed but for reasons mostly beyond the partner's control. The sensitive nature of projects with Protection components often resulted in additional bureaucratic obstacles delaying the implementation timeline. This was the major reason for underperformance of many of these projects.

The proportion of monitored projects with Protection components that performed well decreased from 69 per cent in 2019 to 17 per cent in 2020. However, the proportion of projects with Protection components that underperformed for no good reasons decreased from nine per cent in 2019 to zero in 2020.



SUMMARY OF IMPLEMENTATION PERFORMANCE OF MONITORED PROJECTS WITH PROTECTION COMPONENTS

January- December 2020



Part 3: **ANNEXES**



Annex I

LIST OF 2020 YHF FIELD MONITORING MISSIONS

Monitoring Type	Implementing Partner	Cluster	Project Title
OCHA monitoring	Abyan Youth Foundation	Education	Reaching All Children with Education (RACE): Providing educational support to the most vulnerable children and at high risk of famine in Zinjibar and Khanfar districts (IPC 5), Abyan governorate (Parameter 1)
Third-party monitoring	Field Medical Foundation	Food Security and Agriculture	Parameter 2: Improving Food Security for IDPs in Al Buraieq and Dar Sa'ad districts of Aden governorate, Tuban district of Lahj governorate, and Al Mukha district of Taiz governorate
Third-party monitoring	Generations Without Qat	Shelter, NFI and Camp Coordination / Management	SMC and Shelter Upgrade for IDPs in Hosting Sites in Al Mukha District, Governorate of Taiz - Parameter 2
Third-party monitoring	Action Contre la faim	Water, Sanitation and Hygiene	Emergency Water, Sanitation and Hygiene assistance to crises affected population in Hodeidah and Abyan governorates in Yemen
Third-party monitoring	Action Contre la faim	Health	Improving the health status and a reduction of morbidity and mortality among children, PLWs, adults and elderly by supporting the implementation of Minimum Service Package (MSP) in Hodeidah and Abyan governorates
Third-party monitoring	Action Contre la faim	Nutrition	Emergency Nutrition Intervention in Hodeidah and Abyan governorates, Yemen
Third-party monitoring	Building Foundation for Development	Health (17%), Nutrition (30%), Education (8%), Shelter, NFI and Camp Coordination / Management (45%)	Emergency integrated response in 17 priority IDP collective sites in Al Hazm, Al Maton and Khabb wa ash Sha'af districts in Al Jawf governorate (Parameter 2)
OCHA monitoring	Health and Education Association for Development	Health	Parameter 2: Provision of Emergency lifesaving Health Services to the targeted IDPs and host communities at 12 Hosting Sites and 2 Health Facilities at AL-Mukha District, Taiz Governorate
OCHA monitoring	Relief International	Water, Sanitation and Hygiene	Emergency WASH response to the communities affected by cholera outbreak in Amran and Dhamar governorates in Yemen.
Third-party monitoring	Building Foundation for Development	Health (70%), Nutrition (10%), Water, Sanitation and Hygiene (20%)	Integrated Health, Nutrition and Wash Project in worst affected areas in At Tuhayta, Ad Duraihimi and Al Hali districts of Al Hodeidah Gov. (Parameter 1)
OCHA monitoring	World Health Organization	Health	Scale-up cholera outbreak response in priority districts
Third-party monitoring	Sama Al-Yemen Development Foundation	Shelter, NFI and Camp Coordination / Management (45%), Food Security and Agriculture (5%), Water, Sanitation and Hygiene (15%), Protection (35%)	Parameter 2 : Integrated response for IDPs in hosting sites in Maib , Dhamer , and Sana'a Governorate
Third-party monitoring	Life Maker Meeting Place Organization	Food Security and Agriculture	Parameter 1: Provision of life-saving food emergency food assistance for the most affected IDPs and Host Communities in Al-Hali district at Hodeida governorate
OCHA monitoring	Relief and Development Peer Foundation	Water, Sanitation and Hygiene (25%), Food Security and Agriculture (38%), Health (37%)	(Parameter 1) Integrated Emergency Response Project in Al Qafr district of Ibb Governorate and Khayran Al Muharraq district in Hajjah Governorate
OCHA monitoring	Nahda Makers Organization	Education	Parameter 1: Education System Support in Dar Sa'ad district - Aden Governorate
OCHA monitoring	Khadija Foundation for Development	Education (49.54%), Food Security and Agriculture (50.46%)	"Parameter 1: Provision of Emergency Food assistance and School Supplies and Rehabilitation: An Integrated intervention for the Population in IPC Phase 5 in AlQafr District of Ibb Governorate "

Monitoring Type	Implementing Partner	Cluster	Project Title
OCHA monitoring	Abs Development for Women & Children	Food Security and Agriculture (70%), Health (30%)	Integrated food, & health, assistance for people in priority IDPs hosting sites- Abs district- Hajjah Governorat- Parameter 2
Third-party monitoring	Relief and Development Peer Foundation	Water, Sanitation and Hygiene (25%), Food Security and Agriculture (38%), Health (37%)	(Parameter 1) Integrated Emergency Response Project in Al Qafr district of Ibb Governorate and Khayran Al Muharraq district in Hajjah Governorate
OCHA monitoring	Nahda Makers Organization	Water, Sanitation and Hygiene (45%), Food Security and Agriculture (55%)	Parameter 1: Integrated WASH and Food Security Response in Khanfar district - Abyan Governorate
Third-party monitoring	Nahda Makers Organization	Water, Sanitation and Hygiene (45%), Food Security and Agriculture (55%)	Parameter 1: Integrated WASH and Food Security Response in Khanfar district - Abyan Governorate
Third-party monitoring	International Youth Council - Yemen	Health (45%), Nutrition (35%), Water, Sanitation and Hygiene (20%)	IYCY Integrated emergency life-saving interventions with Nutrition, Health , WASH under the parameter 1 for most vulnerable affected populations group with high risk of famine and with high SAM prevalence in Maqbanah, and Mawza districts in Taizz
OCHA monitoring	Yemeni Development Network for NGOs	Health (53%), Nutrition (32%), Water, Sanitation and Hygiene (15%)	Integrated Health, Nutrition and WaSH project in Milhan district of Al Mahwait Governorate and Maswar district of Amran governorate (P1 & P2) 1st SA 2019
OCHA monitoring	Yemen Family Care Association	Water, Sanitation and Hygiene (40%), Health (60%)	Parameter 1: Provision of integrated emergency lifesaving WASH and Health interventions to the most vulnerable people in Al Abr district of Hadhramout Governorate and Qa'atabah & Al Azariq districts of Al Dhale'e Governorate.
OCHA monitoring	Al-Atta for Relief and Development	Water, Sanitation and Hygiene (50%), Health (50%)	integrated (parameter 1&2) Health and WASH response of Al-Bayda and Sana'a governorates to expand high impact programs for populations experiencing catastrophic conditions classified (IPC Phase 5) in 3 districts (Maswarah-As Sawmaah) and Hamdan Dharwan IDPs collective site.
Third-party monitoring	Mayar Foundation for Development	Food Security and Agriculture	Provision of food assistance to the most vulnerable and IPC 4+ high risk of famine and affected populations of Qattabah district, Al Dhale governorate (parameter 1)
Third-party monitoring	National Foundation for Development and Humanitarian Response	Food Security and Agriculture (62%), Health (14%), Nutrition (5%), Water, Sanitation and Hygiene (19%)	Integrated Emergency Response to the Vulnerable IDPs at Spontaneous Settlements in Khayran Al Muharraq and Mustaba Districts, Hajjah Governorate (parameter 2)
Third-party monitoring	Sustainable Development Foundation	Health	Provision of Basic Health Services under Parameter 1 in the Most Priority Districts (Aslem, Bakil Al Mir, Khayran Al Muharraq and Mustaba districts) of Hajjah Governorate
OCHA monitoring	Building Foundation for Development	Health (70%), Nutrition (10%), Water, Sanitation and Hygiene (20%)	Integrated Health, Nutrition and Wash Project in worst affected areas in At Tuhayta, Ad Duraihimi and Al Hali districts of Al Hodeidah Gov. (Parameter 1)
Third-party monitoring	All Girls Foundation for Development	Water, Sanitation and Hygiene	Basic WASH Services under Third Parameter for IDPs in New Displacement Sites in Al Zaidyah and Al Munirah Districts in Al Hodeidah Governorate
Third-party monitoring	Health and Education Association for Development	Health	Parameter 2: Provision of Emergency lifesaving Health Services to the targeted IDPs and host communities at 12 Hosting Sites and 2 Health Facilities at AL-Mukha District ,Taiz Governorate
Third-party monitoring	Islamic Relief Yemen	Health	Emergency cholera rapid response for the affected populations in Sana'a and Taiz governorate
Third-party monitoring	Abs Development for Women & Children	Health	Expanding High Impact Health Program in Midi and Aslem districts of Hajja Governorate, Parameter 1
Third-party monitoring	Sama Al-Yemen Development Foundation	Shelter, NFI and Camp Coordination / Management (45%), Food Security and Agriculture (5%), Water, Sanitation and Hygiene (15%), Protection (35%)	Parameter 2 : Integrated response for IDPs in hosting sites in Maib , Dhamer , and Sana'a Governorate

Monitoring Type	Implementing Partner	Cluster	Project Title
Third-party monitoring	Stichting ZOA	Water, Sanitation and Hygiene	Scaling-up first line WASH assistance in areas of new displacement in Lahj (Al Qabbaytah) and Aden (Al Buraiqah) Governorates under Parameter 3 of SA1 2019
Third-party monitoring	SOUL for Development	Education (95.4%), Nutrition (4.6%)	Emergency Education & Nutrition Interventions for IDPs Prioritized Collective Sites in Al Ma'fer & Ash Shamayatayn Districts in Taizz Governorate under parameter 2
Third-party monitoring	CARE International Yemen	Water, Sanitation and Hygiene	Emergency cholera reponse in Ash Shaikh Outhman and Dar Sad Districts (Aden Governorate) and Jabal Iyal Yazid District (Amran Governorate)
Third-party monitoring	Tamdeen Youth Foundation	Nutrition (32%), Health (56%), Water, Sanitation and Hygiene (12%)	"Integrated Famine Risk Reduction Intervention of Health, Nutrition and WASH in Al Mukha, Dhubab Districts of Taizz Governorate & Al Hawak District of Al Hudaydah Governorates (Parameter 1)"
Third-party monitoring	Yemen Red Crescent Society	Protection	Protection Services for IDPs in Collective Sites / Parameter 2 - Marib & Aljawf
Third-party monitoring	Building Foundation for Development	Water, Sanitation and Hygiene (80%), Education (20%)	Integrated WASH and Education response for IDPs settlements in Mustaba, Khayran Al Muharrag districts (Hajjah Gov.) and Harib Al Qaramish, Marib City (Marib Gov.). -Parameter 2 and 3.
Third-party monitoring	National Foundation for Development and Humanitarian Response	Food Security and Agriculture (62%), Health (14%), Nutrition (5%), Water, Sanitation and Hygiene (19%)	Integrated Emergency Response to the Vulnerable IDPs at Spontaneous Settlements in Khayran Al Muharrag and Mustaba Districts, Hajjah Governorate (parameter 2)
Third-party monitoring	Abs Development for Women & Children	Food Security and Agriculture (70%), Health (30%)	Integrated food, & health, assistance for people in priority IDPs hosting sites- Abs district- Hajjah Governorat- Parameter 2
Third-party monitoring	Building Foundation for Development	Water, Sanitation and Hygiene (80%), Education (20%)	Integrated WASH and Education response for IDPs settlements in Mustaba, Khayran Al Muharrag districts (Hajjah Gov.) and Harib Al Qaramish, Marib City (Marib Gov.). -Parameter 2 and 3.
Third-party monitoring	Building Foundation for Development	Health (17%), Nutrition (30%), Education (8%), Shelter, NFI and Camp Coordination / Management (45%)	Emergency integrated response in 17 priority IDP collective sites in Al Hazm, Al Maton and Khabb wa ash Sha'af districts in Al Jawf governorate (Parameter 2)
Third-party monitoring	Nahda Makers Organization	Education	Parameter 1: Education System Support in Dar Sa'ad district - Aden Governorate
Third-party monitoring	Sama Al-Yemen Development Foundation	Shelter, NFI and Camp Coordination / Management (45%), Food Security and Agriculture (5%), Water, Sanitation and Hygiene (15%), Protection (35%)	Parameter 2: Integrated response for IDPs in hosting sites in Maib, Dhamer, and Sana'a Governorate
Third-party monitoring	Abyan Youth Foundation	Education	Reaching All Children with Education (RACE): Providing educational support to the most vulnerable children and at high risk of famine in Zinjibar and Khanfar districts (IPC 5), Abyan governorate (Parameter 1)
Third-party monitoring	Mayar Foundation for Development	Food Security and Agriculture	Provision of food assistance to the most vulnerable and IPC 4+ high risk of famine and affected populations of Qattabah district, Al Dhale governorate (parameter 1)
Third-party monitoring	Adventist Development and Relief Agency	Water, Sanitation and Hygiene	Famine WASH Response in Aslem, Hajjah (parameter 1)
Third-party monitoring	Human Access for Partnership and Development	Health	Parameter 1: High impact health response in Abyan (Khanfir & Sarar districts) and Lahj (Almusaimir district)
Third-party monitoring	Islamic Relief Yemen	Health	Emergency parameter 1 High Impact Health Response for highly vulnerable communities at risk of famine in Al Ashah Districts in Amran Governorate, Yemen through activating its rural hospital.

Monitoring Type	Implementing Partner	Cluster	Project Title
Third-party monitoring	Norwegian Refugee Council	Water, Sanitation and Hygiene	Emergency response for cholera outbreak in Yemen (Sana'a, Amran, Hajjah and Hodeida)
Third-party monitoring	Qatar Red Crescent Society	Health	Health care Services (MSP) for vulnerable people and IDPs in Al-Mina district of Al-Hudaydah governorate and in Ash Shamayatayn , and Al Ma'afer districts of Taiz governorate (Parameters 1,2)
Third-party monitoring	National Foundation for Development and Humanitarian Response	Water, Sanitation and Hygiene	WASH Interventions for SAM HHs & those at risk of famine in As-Sawma'ah & Wald Rabi' Districts in Al-Bayda Governorate (Parameter 1)
Third-party monitoring	Solidarités International	Water, Sanitation and Hygiene	Emergency WASH assistance for vulnerable people affected by the crisis in Yemen in Mawza (Taizz governorate), Al Tuyatah and Ad Durrayhimi (Al-Hudaydah Governorate) districts (parameters 1 and 3)
Third-party monitoring	International Medical Corps UK	Water, Sanitation and Hygiene	Emergency WASH support to Internally Displaced People (IDPs) and host communities in three key priority districts at risk of AWD/Cholera outbreak in Ibb district (Ibb Governorate), Ma'in district (Amanat Al Asimah Governorate) and Al Haymah Al Kharijiyah district (Sanaa Governorate), Yemen
Third-party monitoring	Solidarités International	Food Security and Agriculture	Emergency food security assistance for the most vulnerable individuals at risk of famine facing catastrophic conditions in Al Khwakhah district, Al Hudaydah governorate. (Parameter 1 : Expanding high impact programs in districts classified as IPC 4 and above)
Third-party monitoring	Human Appeal	Nutrition	Emergency nutrition community-based assistant to most affected population (SA1 Parameter 1&2) in 1 district (Qatabah) in Al Dhale'e and 2 districts (Mukha & Dhoubab) in Taiz Governorates.
Third-party monitoring	Al-Atta for Relief and Development	Water, Sanitation and Hygiene (50%), Health (50%)	integrated (parameter 1&2) Health and WASH response of Al-Bayda and Sana'a governorates to expand high impact programs for populations experiencing catastrophic conditions classified (IPC Phase 5) in 3 districts (Maswarah-As Sawmaah) and Hamdan Dharwan IDPs collective site.
Third-party monitoring	Al-Atta for Relief and Development	Water, Sanitation and Hygiene	WASH emergency response (parameter2)to scaling up assistance for the 17 IDPs collective sites in three districts (Khab Al-Sha'f - Al-Moton - Al-Hazam) of Al-Jawaf governorate.
Third-party monitoring	Danish Refugee Council	Water, Sanitation and Hygiene	WASH Emergency Response to Cholera Outbreak in Shu'ob, Azzal, Al-Safiyah and Al-Sabe'in districts in Amanat Al-Asimah, Yemen, 2019
Third-party monitoring	Abs Development for Women & Children	Health	Expanding High Impact Health Program in Midi and Aslem districts of Hajja Governorate, Parameter 1
Third-party monitoring	Yemen Family Care Association	Water, Sanitation and Hygiene (40%), Health (60%)	Parameter 1: Provision of integrated emergency lifesaving WASH and Health interventions to the most vulnerable people in Al Abr district of Hadhramout Governorate and Qa'atabah & Al Azariq districts of Al Dhale'e Governorate.
Third-party monitoring	Yemen Red Crescent Society	Protection	Protection Services for IDPs in Collective Sites / Parameter 2 - Marib & Aljawf
Third-party monitoring	Save the Children Fund	Water, Sanitation and Hygiene	Scaling up of life-saving and preventative WASH assistance in 7 priority districts to control and stem the rapid spread of cholera in Al Hudaydah, Sa'ada and Ibb Governorates in Yemen.
Third-party monitoring	Building Foundation for Development	Health (17%), Nutrition (30%), Education (8%), Shelter, NFI and Camp Coordination / Management (45%)	Emergency integrated response in 17 priority IDP collective sites in Al Hazm, Al Maton and Khabb wa ash Sha'af districts in Al Jawf governorate (Parameter 2)

Monitoring Type	Implementing Partner	Cluster	Project Title
Third-party monitoring	International Youth Council - Yemen	Health (45%), Nutrition (35%), Water, Sanitation and Hygiene (20%)	IYCY Integrated emergency life-saving interventions with Nutrition, Health , WASH under the parameter 1 for most vulnerable affected populations group with high risk of famine and with high SAM prevalence in Maqbanah, and Mawza districts in Taizz
Third-party monitoring	War Child UK	Education (50%), Protection (50%)	Improving access to quality accredited formal education for most vulnerable children and providing critical child protection services in collective sites in Taiz and Ibb governorates (Parameter 2)
Third-party monitoring	Khadija Foundation for Development	Education (49.54%), Food Security and Agriculture (50.46%)	"Parameter 1: Provision of Emergency Food assistance and School Supplies and Rehabilitation: An Integrated intervention for the Population in IPC Phase 5 in AlQafr District of Ibb Governorate "
Third-party monitoring	Adventist Development and Relief Agency	Protection	Community Services for IDPs and Host Population in Hajjah City as per Parameter 3
Third-party monitoring	Norwegian Refugee Council	Water, Sanitation and Hygiene	First Line Emergency Assistance to families affected by new displacements in Abs district in Hajjah , Kharif district in Amran , Bani Al Harith and Ma'ain districts Amanat Al-Asimah and Al Mukha district in Taiz under parameter 3.
Third-party monitoring	CARE International Yemen	Water, Sanitation and Hygiene (40%), Food Security and Agriculture (40%), Education (20%)	Parameter 1: Integrated WASH, FSL, and Education Program in Abyan (Sara), Aden (Dar Saad), Lahj (Al-Musaymir), Al Dhale'e (Al-Azariq), Taizz (Maqbanah), Hajjah (Bani Qais), Al Mahwit (Milhan), and Amran (Al-Ashah, Suwayr, and Masawr)
Third-party monitoring	Yemeni Development Network for NGOs	Health (53%), Nutrition (32%), Water, Sanitation and Hygiene (15%)	Integrated Health, Nutrition and WaSH project in Milhan district of Al Mahwait Governorate and Maswar district of Amran governorate (P1 & P2) 1st SA 2019
Third-party monitoring	United Nations Population Fund	Rapid Response Mechanism	Procurement of Dignity Kits, Enrollment of and distribution of RRM kits to newly displaced persons
Third-party monitoring	Norwegian Refugee Council	Water, Sanitation and Hygiene (69%), Education (31%)	Integrated WASH and Education assistance to populations facing catastrophic humanitarian conditions in Taiz governorate. Parameter 1
Third-party monitoring	War Child UK	Education	Improving access to quality accredited formal education for most vulnerable children in At-Taiziyah, Taiz (Parameter 1)
Third-party monitoring	World Health Organization	Health	Sustaining the provision of life-saving healthcare services(under parameter 1) through fixed health facilities and mobile teams in selected districts
Third-party monitoring	World Health Organization	Health	Short-term "lifeline" funding for critical humanitarian health projects across Yemen with a focus on Abyan, Aden, Hajjah, Hodeidah, Sa'ada, Sanaa, Taiz and West Coast
OCHA monitoring	International Youth Council - Yemen	Health (40%), Water, Sanitation and Hygiene (60%)	The Emergency and Life Sustained WASH and Health Response to the highly vulnerable IDPs, host communities and returnees in Al Maafer, Jabal Habashi and Mawza districts, Taiz governorate.
OCHA monitoring	Human Access for Partnership and Development	Shelter/Non-food items	Provision of first-line shelter responses for the most vulnerable IDPs and host communities within Marib and Hadramout governorates
OCHA monitoring	Generations Without Qat	Camp Coordination / Management	Site Management and Coordination to Ensure Basic Service Provision for IDPs in Hosting Sites in Al Mukha District, Governorate of Taiz – Line 1
Third-party monitoring	Yemen Red Crescent Society	Shelter/Non-food items	Shelter & NFIs Assistance for IDPs in Dhamar Governorate

Monitoring Type	Implementing Partner	Cluster	Project Title
Third-party monitoring	National Foundation for Development and Humanitarian Response	Education	Emergency Response for Education Services in Al Garrahi district in Al Hudaydah Governorate
Third-party monitoring	Al-Aman Organization for Blind Women Care	Shelter/Non-food items (86%), Camp Coordination / Management (14%)	First line response, support and access to most vulnerable IDPs and host community through immediate provision of shelter NFIs/Cash for rent/and CCCM activities in Dhi-Sufal district, Ibb governorate and Almaafer ,Dhubab district, Taiz governorate
OCHA monitoring	Bena Charity For Human Development	Shelter/Non-food items (88.6%), Camp Coordination / Management (11.4%)	Supporting the most vulnerable IDPs with life-saving rental assistance and NFIs, and SMC in hosting sites in Al Mudhaffar, Salh and Al- Qahirah Districts - Taizz Governorate
Third-party monitoring	Relief and Development Peer Foundation	Water, Sanitation and Hygiene	WASH Response Project for IDPs and most affected population in Khayran Al Muharraq district of Hajjah governorate and Al Qafr district of Ibb governorate
Third-party monitoring	Qatar Red Crescent Society	Shelter/Non-food items	Provision Emergency NFIs/Rental subsidies for conflict-affected people in Qa'atbah, Al Hussein and Jahaf districts in Al Dhale'e Governorate.
Third-party monitoring	Qatar Red Crescent Society	Shelter/Non-food items	Provision Shelter and NFIs for the most vulnerable IDPs in (Al Hashwah, Razih) in Sa'adah Governorate, (Dhi As Sufal, Al Uden) Ibb governorate, and (At Ta'izyah, Maqbanah) Taizz Governorate.
Third-party monitoring	Abs Development for Women & Children	Health	Improvement of Health Care Service for people in four priority districts (Hays, Al Khawkhah, Al Mawasit and AlMasrakh)in Taiz and Al Hudaydah governorates
OCHA monitoring	Yemen General Union of Sociologists, Social Workers and Psychologists	Water, Sanitation and Hygiene	"Providing Water, sanitation and hygiene Services in the most affected IDPs hosting sites (Alazrakeen–Alreqqah -Darwan) in Hamdan district Sana'a governorate"
OCHA monitoring	OXFAM GB	Food Security and Agriculture (48%), Water, Sanitation and Hygiene (29%), Protection (23%)	HPF 2019 Parameter 2 and 3 - Integrated Scaling up WASH food security and protection assistance in priority IDPs collective centers and new displacement sites in Hajjah, Taiz and Amran Governorates
Third-party monitoring	Relief and Development Peer Foundation	Water, Sanitation and Hygiene	WASH Response Project for IDPs and most affected population in Khayran Al Muharraq district of Hajjah governorate and Al Qafr district of Ibb governorate
Third-party monitoring	Yemen Alkhair For Relief and Development Foundation	Water, Sanitation and Hygiene (64%), Camp Coordination / Management (13%), Shelter/Non-food items (23%)	Lifesaving WASH, Shelter and CCCM Interventions for Conflict-Affected Population in Al-Jawf and Dhamar Governorates, Yemen".
Third-party monitoring	Abyan Youth Foundation	Water, Sanitation and Hygiene	WASH interventions for the most vulnerable communities in Zinjibar and Khanfar districts in Abyan
Third-party monitoring	National Foundation for Development and Humanitarian Response	Camp Coordination / Management	Support Site Management through Capacity-Building activities and minor maintenance for IDPs in AsSafra and Sahar districts - Sa`aada Governorate
Third-party monitoring	OXFAM GB	Food Security and Agriculture	Parameter 1 EFSVL - Hajjah (Aslem District) and Amran (Al-Qaflah District) Oxfam Yemen
Third-party monitoring	Yemeni Development Network for NGOs	Health	Primary Health Services Project in Six Health Units in Kharif and Raydah Districts, Amran Governorate
Third-party monitoring	Nahda Makers Organization	Education	Education Support for IDPs in Al Khokha and At Tuhayta Districts in Al Hudaydah Governorate
Third-party monitoring	Al-Twasul for Human Development	Shelter/Non-food items	NFIs Support for Displaced and Vulnerable Families in Abayn Governorate(Khanfir district)
Third-party monitoring	OXFAM GB	Water, Sanitation and Hygiene	Emergency WASH assistance to famine risk population in Musaymir of Lahaj, As Safra and Monabbih districts of Saada under Parameter 1.

Monitoring Type	Implementing Partner	Cluster	Project Title
Third-party monitoring	CARE International Yemen	Food Security and Agriculture (80%), Education (20%)	Lifesaving and Recovery Assistance Project for the conflict affected population (both IDPs and Host) in Abyan governorate (Khanfar, Zingibar, Rasad and Sarar districts), Hajjah (Aslem district), Taiz (Al Wazi'iyah district and Ibb (Al Udayn district)
Third-party monitoring	Yemeni Development Network for NGOs	Shelter/Non-food items (57%), Water, Sanitation and Hygiene (43%)	Shelter and WASH Project in Al Udayn, Mudhikhera and Jiblah Districts, Ibb Governorate
Third-party monitoring	Save the Children Fund	Health (45%), Nutrition (25%), Food Security and Agriculture (15%), Water, Sanitation and Hygiene (15%)	Emergency Health, Nutrition, WASH and FSL Response in 10 severely food insecure districts in Hudaydah, Amran, Sa'ada, Taiz, Ibb and Aden Governorates in Yemen through the 2019 first Standard Allocation, Parameter 1.
OCHA monitoring	United Nations Development Programme	Protection	Emergency Mine Action, Yemen - OCHA 2020
Third-party monitoring	Save the Children Fund	Health (45%), Nutrition (25%), Food Security and Agriculture (15%), Water, Sanitation and Hygiene (15%)	Emergency Health, Nutrition, WASH and FSL Response in 10 severely food insecure districts in Hudaydah, Amran, Sa'ada, Taiz, Ibb and Aden Governorates in Yemen through the 2019 first Standard Allocation, Parameter 1.
OCHA monitoring	Save the Children Fund	Health	Emergency Health Response in Dar-Sad, Tuban, Al Maqatirah districts in Aden and Lahj Governorates
OCHA monitoring	Al-Aman Organization for Blind Women Care	Shelter/Non-food items (86%), Camp Coordination / Management (14%)	First line response, support and access to most vulnerable IDPs and host community through immediate provision of shelter NFIs/Cash for rent/and CCCM activities in Dhi-Sufal district, Ibb governorate and Almaafer ,Dhubab district, Taiz governorate
OCHA monitoring	All Girls Foundation for Development	Water, Sanitation and Hygiene	Comprehensive WASH Response in Al-Meghlaif District of Al-Hodeidah Governorate
Third-party monitoring	Bena Charity For Human Development	Water, Sanitation and Hygiene	WASH basic services and facilities for IDPs and vulnerable people in hosting communities – rehabilitation and restoring - in high priority districts in Taiz (Al Misrakh, Al Mudhaffar, Al Qahirah and Salh)
Third-party monitoring	Bena Charity For Human Development	Education (64%), Food Security and Agriculture (36%)	Access to education in Al Wazi'iyah and livelihood for highly vulnerable fishery dependent households in Al Mukha
OCHA monitoring	Nahda Makers Organization	Food Security and Agriculture	Livelihood Support through Cash+ Agriculture Assistance Package in Radfan District in Lahj Governorate and Bayhan District in Shabwah Governorate
OCHA monitoring	SOUL for Development	Education	Emergency Education Intervention for vulnerable Communities Including IDPs in Maqbanah, Ma'afer & Ash Shammayatayn Districts in Taizz Governorate
Third-party monitoring	Human Access for Partnership and Development	Shelter/Non-food items	Provision of first-line shelter responses for the most vulnerable IDPs and host communities within Marib and Hadramout governorates
OCHA monitoring	Norwegian Refugee Council	Education (17%), Shelter/Non-food items (53%), Water, Sanitation and Hygiene (18%), Camp Coordination / Management (12%)	"Integrated Education, Shelter, CCCM and WASH support to conflict affected population in Amran, Amanat Al Asimah, Hajjah, Taizz and Al Dhale'e governorates.
OCHA monitoring	Bena Charity For Human Development	Water, Sanitation and Hygiene	WASH basic services and facilities for IDPs and vulnerable people in hosting communities – rehabilitation and restoring - in high priority districts in Taiz (Al Misrakh, Al Mudhaffar, Al Qahirah and Salh)
Third-party monitoring	Abs Development for Women & Children	Food Security and Agriculture	Provide Livelihood support for highly vulnerable families in Aldahi district- Hodaidah governorate
Third-party monitoring	Generations Without Qat	Camp Coordination / Management	Site Management and Coordination to Ensure Basic Service Provision for IDPs in Hosting Sites in Al Mukha District, Governorate of Taiz – Line 1

Monitoring Type	Implementing Partner	Cluster	Project Title
OCHA monitoring	Human Appeal	Health	Emergency health response for most affected IDPs and host population in Taiz governorate, at Mukha, Demnat Khadir and As Silw districts.
OCHA monitoring	International Medical Corps UK	Health	Provision of emergency health services in Taiz and Lahj governorates
Third-party monitoring	Abyan Youth Foundation	Water, Sanitation and Hygiene	WASH interventions for the most vulnerable communities in Zinjibar and Khanfar districts in Abyan
Third-party monitoring	Save the Children Fund	Health (28%), Food Security and Agriculture (22%), Water, Sanitation and Hygiene (40%), Protection (10%)	Emergency Health, FSL, WASH and Protection IDP Response in Aden (Dar Sad, Al Buraiqeh); Lahj (Tuban); Ibb (Al Udayn, Jiblah, Dhi As Sufal, Al Mashannah, Al Dhihar and Ibb) and Taiz (Dimnat Khadir and At Tai'ziyah) Governorates in Yemen, through 2019 first Standard Allocation Parameter 2.
Third-party monitoring	OXFAM GB	Water, Sanitation and Hygiene	Emergency WASH assistance to most vulnerable IDPs and host community in Ad Dhali District of Ad Dhali Governorate Yemen.
OCHA monitoring	Yemen Women Union	Camp Coordination / Management	Improving camp coordination and management of 5 IDPs hosting sites in Al-Dhahar district of Ibb governorate and Mawiyah and Samae districts of Taiz governorate.
Third-party monitoring	Sustainable Development Foundation	Shelter/Non-food items	Emergency Shelter and NFIs Response to the Vulnerable People in Hajjah Governorate (Aslem, Bani Qais and Hajjah City Districts).
Third-party monitoring	Relief International	Health	Emergency Health Response in Sana'a and Amran governorates in Yemen
Third-party monitoring	Qatar Red Crescent Society	Shelter/Non-food items	Provision Shelter and NFIs for the most vulnerable IDPs in (Al Hashwah, Razih) in Sa'adah Governorate, (Dhi As Sufal, Al Uden) Ibb governorate, and (At Tai'ziyah, Maqbanah) Taizz Governorate.
Third-party monitoring	International Medical Corps UK	Water, Sanitation and Hygiene	Emergency WASH support to newly displaced, existing IDPs and host communities who are at high-risk of water-borne disease and in pre-famine areas in Ad Dihar and Al Mashannah Districts, Ibb Governorate, Yemen
Third-party monitoring	War Child UK	Education	Improving access to quality accredited formal education for most vulnerable children in Sana'a and Al-Hodeidah governorates facing barriers to access education.
Third-party monitoring	Yemen Family Care Association	Health	Provision of Minimum Health Services Package interventions for IDPs and most vulnerable groups at districts of Ataq in Shabwah Governorate, Jehaf in Aldhalee Governorate and Al Qabbaytah in Lahj Governorate
OCHA monitoring	Yemen Family Care Association	Water, Sanitation and Hygiene (73%), Shelter/Non-food items (27%)	Provision of Integrated WASH and Shelter assistance to IDPs and their most vulnerable hosting communities at Jehaf , Juban, Damt and Al-Hushaa districts of Al-Dhale Gov.
Third-party monitoring	Action Contre la faim	Water, Sanitation and Hygiene	Emergency life-saving water supply through water trucking for the vulnerable households living in informal settlements in Al-Hali district of Hodeidah governorate
OCHA monitoring	Human Appeal	Food Security and Agriculture	Provision of Emergency Food Security and Livelihood assistance for acutely food insecure households in Najera district of Hajja governorate
Third-party monitoring	Yemen Red Crescent Society	Shelter/Non-food items	Shelter & NFIs Assistance for IDPs in Dhamar Governorate
Third-party monitoring	CARE International Yemen	Water, Sanitation and Hygiene (40%), Food Security and Agriculture (40%), Education (20%)	Parameter 1: Integrated WASH, FSL, and Education Program in Abyan (Sarar), Aden (Dar Saad), Lahj (Al-Musaymir), Al Dhale'e (Al-Azariq), Taizz (Maqbanah), Hajjah (Bani Qais), Al Mahwit (Milhan), and Amran (Al-Ashah, Suwayr, and Masawr)

Monitoring Type	Implementing Partner	Cluster	Project Title
Third-party monitoring	Human Appeal	Health	Emergency health response for most affected IDPs and host population in Taiz governorate, at Mukha, Demnat Khadir and As Silw districts.
Third-party monitoring	National Foundation for Development and Humanitarian Response	Water, Sanitation and Hygiene (60%), Shelter/Non-food items (40%)	Integrated Emergency lifesaving WASH and Shelter Activities for the affected population in Sa'adah, Yemen.
OCHA monitoring	Relief and Development Peer Foundation	Health	"Emergency MSP Project in Rahabah District of Marib Governorate"
Third-party monitoring	International Youth Council - Yemen	Health (40%), Water, Sanitation and Hygiene (60%)	The Emergency and Life Sustained WASH and Health Response to the highly vulnerable IDPs, host communities and returnees in Al Maafer, Jabal Habashi and Mawza districts, Taiz governorate.
Third-party monitoring	SOUL for Development	Water, Sanitation and Hygiene	WaSH Intervention Targeting at Famine Risk Community in Dimnat Khadir, At Ta'iziyah and Mawiyah - Taizz Gov.
Third-party monitoring	Yemen General Union of Sociologists, Social Workers and Psychologists	Water, Sanitation and Hygiene	"Providing Water, sanitation and hygiene Services in the most affected IDPs hosting sites (Alazrakeen-Alreqqah -Darwan) in Hamdan district Sana'a governorate"
Third-party monitoring	Yemen General Union of Sociologists, Social Workers and Psychologists	Shelter/Non-food items	Improve living conditions by provision of NFIs, Emergency Shelter, Rental Subsidies for the most vulnerable people in Hamdan & Bani Hushaysh of Sana'a governorate.
Third-party monitoring	Al-Aman Organization for Blind Women Care	Shelter/Non-food items (86%), Camp Coordination / Management (14%)	First line response, support and access to most vulnerable IDPs and host community through immediate provision of shelter NFIs/Cash for rent/and CCCM activities in Dhi-Sufal district, Ibb governorate and Almaafer, Dhubab district, Taiz governorate
Third-party monitoring	SOUL for Development	Water, Sanitation and Hygiene	WaSH intervention targeting the at Famine Risk Community in Maqbanah - Taizz Gov - (Parameter-1).
Third-party monitoring	Nahda Makers Organization	Education	Education Support for IDPs in Al Khokha and At Tuhayta Districts in Al Hudaydah Governorate
Third-party monitoring	United Nations High Commissioner for Refugees	Shelter/Non-food items (59%), Protection (25%), Camp Coordination / Management (16%)	Addressing the essential Shelter/NFI, CCCM, and Protection needs of IDPs and Extremely Vulnerable Host Communities in Yemen in 2020
Third-party monitoring	International Medical Corps UK	Health	Provision of emergency health services in Taiz and Lahj governorates
Third-party monitoring	All Girls Foundation for Development	Education	Emergency Education Services for hard-hit Schools in Bajil District in Al-Hodeidah Governorate
Third-party monitoring	Tamdeen Youth Foundation	Camp Coordination / Management (15%), Shelter/Non-food items (43%), Health (42%)	Emergency Response of Basic Health Services in Maqbanah, and Mawiyah Districts, and Shelter/NFIs and CCCM Assistance in At Ta'iziyah, and Dimnat Khadir Districts to the most vulnerable population of IDPs and Host Community of Taiz Governorate.
Third-party monitoring	International Youth Council - Yemen	Camp Coordination / Management (30%), Shelter/Non-food items (70%)	Integrated Shelter, NFI and CCCM Assistance for the most vulnerable IDPs and host communities in Maqbanah and Al Mawasit in Taizz governorate.
Third-party monitoring	All Girls Foundation for Development	Water, Sanitation and Hygiene	Comprehensive WASH Response in Al-Meghlaf District of Al-Hodeidah Governorate
OCHA monitoring	Field Medical Foundation	Food Security and Agriculture	Emergency Livelihood Cash and Fishery Assistance to targeted highly vulnerable fishery-dependent in Brom Mayfa district of Hadhramaut governorate and Dubab district of Taiz governorate.

Monitoring Type	Implementing Partner	Cluster	Project Title
Third-party monitoring	Yemen Alkhair For Relief and Development Foundation	Water, Sanitation and Hygiene (64%), Camp Coordination / Management (13%), Shelter/Non-food items (23%)	Lifesaving WASH, Shelter and CCCM Interventions for Conflict-Affected Population in Al-Jawf and Dhamar Governorates, Yemen".
OCHA monitoring	Al-Atta for Relief and Development	Water, Sanitation and Hygiene	WASH Second Line response for vulnerable host communities and displaced families of prioritized insecure and unreached with the highest risk of waterborne disease district (Sabah) in Al-Bayda governorate.
Third-party monitoring	Al-Atta for Relief and Development	Water, Sanitation and Hygiene	WASH Second Line response for vulnerable host communities and displaced families of prioritized insecure and unreached with the highest risk of waterborne disease district (Sabah) in Al-Bayda governorate.
Third-party monitoring	Abs Development for Women & Children	Health	Improvement of Health Care Service for people in four priority districts (Hays, Al Khawkah, Al Mawasit and AlMasrakh)in Taiz and Al Hudaydah governorates
OCHA monitoring	Yemen General Union of Sociologists, Social Workers and Psychologists	Shelter/Non-food items	Improve living conditions by provision of NFIs, Emergency Shelter, Rental Subsidies for the most vulnerable people in Hamdan & Bani Hushaysh of Sana'a governorate.
Third-party monitoring	INTEROS	Protection	Integrated emergency protection response for the most vulnerable conflict-affected people in Lahj (Mudaraba wa Al-Ara) and Aden (Dar Sa'ad)
Third-party monitoring	Al-Atta for Relief and Development	Health	emergency health life-saving response projects for the vulnerable population\IDPs-host committees targeting 3 HFs in 3 districts in Dhamar governorate
Third-party monitoring	Yemen Family Care Association	Water, Sanitation and Hygiene (73%), Shelter/Non-food items (27%)	Provision of Integrated WASH and Shelter assistance to IDPs and their most vulnerable hosting communities at Jehaf , Juban, Damt and Al-Hushaa districts of Al-Dhale Gov.
Third-party monitoring	SOUL for Development	Education	Emergency Education Intervention for vulnerable Communities Including IDPs in Maqbanah, Ma'afer & Ash Shammayatayn Districts in Taizz Governorate
OCHA monitoring	Sustainable Development Foundation	Shelter/Non-food items	Emergency Shelter and NFIs Response to the Vulnerable People in Hajjah Governorate (Aslem, Bani Qais and Hajjah City Districts).
Third-party monitoring	International Organization for Migration	Coordination and Support Services	Pre-positioning Critical Emergency Items: Multisectoral Contingency Pipeline Management
Third-party monitoring	Relief and Development Peer Foundation	Health	Emergency MSP Project in Rahabah District of Marib Governorate
Third-party monitoring	Action Contre la faim	Health	"Improving the health status and a reduction of morbidity and mortality among children, PLWs, adults and elderly by supporting the implementation of Minimum Service Package (MSP) in Abyan and Al Hudaydah Governorates in Yemen
Third-party monitoring	Norwegian Refugee Council	Education (57.4%), Water, Sanitation and Hygiene (42.6%)	Enhanced support for IDPs living in sub-standard conditions in collective sites in Hajjah and Taiz governorates - Parameter 2
Third-party monitoring	Norwegian Refugee Council	Food Security and Agriculture	Enhanced livelihoods and food security for conflict affected populations of Hodeidah, Lahj and Taiz governorates

Annex II

BFCM CATEGORIES OF FEEDBACK AND COMPLAINTS

Feedback/complaint categories	Description
Positive feedback	The person is calling to express gratitude for a specific activity being implemented under the YHF-funded projects.
Request for information	The person is calling to request information on a specific YHF-funded project, or request assistance on how to receive goods/services provided by the YHF partners.
Minor dissatisfaction	The person is calling to complain about minor issues related to receiving goods/services, including their quality. This can include long queues and/or waiting time, far distance from distribution points, broken items within a kit, etc.
Dissatisfaction	The person is calling to complain about major issues related to receiving goods/services. This can include being on a beneficiary list but not receiving the goods, missing items from the delivered kits, being asked for money in exchange for goods/services by community leaders, registration committee or other project stakeholders, being asked to confirm receiving more assistance than the actual delivery by community leaders, registration committee or other project stakeholders, etc.
Major breaches including breach of codes of conduct	The person is calling to report fraud, corruption, aid diversion, abuse or sexual harassment. This can include being asked for money in exchange for goods/services by IP staff, being asked for favors in exchange of goods/services by any stakeholders, being subject to harassment, pressure of any kind by IP staff, witnessing or reporting large-scale diversion where goods of the entire project (or its large portion) are not going to the intended beneficiaries, etc.



WEB PLATFORMS

unocha.org/yemen
unocha.org/yemen/about-yhf
gms.unocha.org
fts.unocha.org



SOCIAL MEDIA PLATFORMS

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