Note on CCCM Referral and Escalation System, CCCM Cluster Yemen 2021

As per the CCCM Cluster's mandate of improving the living conditions during displacement and ensuring assistance and protection of IDPs at IDP hosting sites, the Cluster established a Referral and Escalation System through which response gaps are raised and tracked at different coordination structures.

The purpose of the Referral and Escalation System (RES) is of logging and tracking site level multi-sector assistance gaps until their resolution and to enforce the roles and responsibilities of each coordination structure. The RES is rolled out through an online database that allows logging of referral, escalation to a higher coordination structure, and tracking of gap determination progress. This system is utilized only when a site level issue cannot be resolved by the CCCM partner through site level coordination as part of their regular programmatic activities.

Once a gap is identified verified, but unable to be resolved at site level, the Site Management and Coordination agency (Site Manager)/CCCM partner, as the first coordination structure, is responsible of mobilizing response at the site level. If all response coordination attempts fail, the site manager focal point must submit a referral of the gap using the Cluster's Referral and Escalation Database. In the database, she/he will have to input general information about the site location and focal point contact information, information about the gap, and coordination attempts made. Each gap is categorized by the sector, relevant Sphere standard, and urgency. Each gap's urgency is assessed individually by the site manager who should indicated the population most affected and the timeframe needed to respond. In most cases, a minimum of two coordination meetings/attempts are needed before escalating to the next coordination structure. This triggers the RES activation.

Where the site is part of a group of sites coordinated through the Area-Based Approach, the Area Coordinator acts as the second response mobilizer thus the first level of referral. The Area Coordinator oversees site management and coordination at a group of sites with a larger number of service providers. Therefore, the role of the Area Coordinator in this case is to coordinate interagency efforts to respond to the gap by mobilizing a sectoral service provider at another site within the area that may have the resources and capacity to respond at the gap.

In the absence of an Area Coordinator or if Area Coordinator's attempts could not be realized, the gap is referred/escalated to the CCCM SNCC (Sub-National Cluster Coordinator). The SNCC can use coordination structures and platforms at the hub level to call for appropriate response. These platforms are the ICWG (Inter-Cluster Working Group) and the RCT (Regional Coordination Team). If all attempts to mobilize response failed up to the hub level, the gap is finally escalated to the National CCT (Cluster Coordination Team). The National CCT must coordinate with the ICCM (Inter-Cluster Coordination Mechanism) to see to the gap resolution. The National CCT can also escalate gap to the HCT (Humanitarian Country Team) depending on the urgency and national capacity, or the lack thereof.

SMC Partner held more than two weekly coordination meetings where the identified gap had no solution

SMC Partner cannot mobilize site level sectorial response

Escalation/referral from site level to upper level of coordination

Partner Managing the site informs SNCC and submit the request in the database

Note: A coordination layer between site-level and hub-level to be determined by Cluster (as a whole)

SNCC mobilize local partners in the hub/RCT/SNCCs to provide response

Resources found with local partner in the hub

No

Yes

SNCC raise the issue to National Cluster

Service provided and partner managing the site update the database

National CCCM Cluster refers single or multiple issues to relevant national Cluster coordinator or ICCM

Resources found

No

Yes

National CCCM Cluster and relevant Cluster coordinator refer issue to Cluster Lead Agency as provider of last resort

Service provided and partner managing the site update the database

National Cluster updates the database