



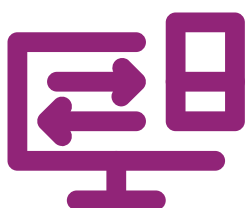
Engagement: What was received?

692 pieces of feedback were received this quarter - a relative 44% drop compared to the baseline of 1,234.



People: Who provided feedback?

Women and Girls provided 58% of feedback submitted, an increase in participation of 9 percent points (pp) from the baseline.



Resolution: What was resolved?

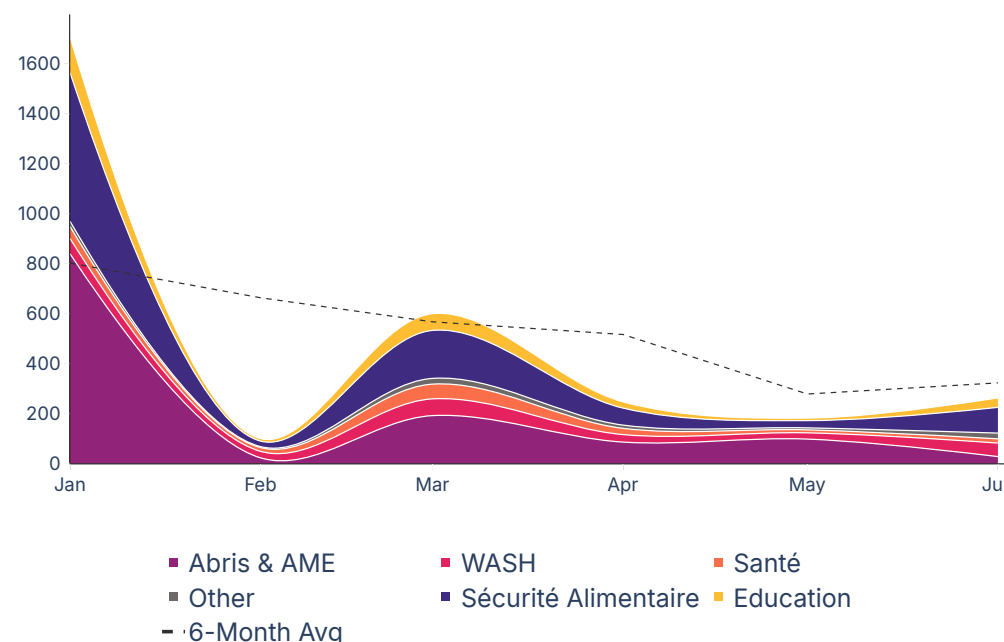
16% of the 507 completed referrals were resolved this quarter, 16pp above the baseline.



Expiration: What went unanswered?

No completed referrals went unresponded by service providers after 60 days - comparable from the baseline.

Feedback Received by Sector in the last 6 months



About this Report

As part of CCCM minimum standards, Site Management agencies collect and refer community feedback through coordination forums. This report summarizes quarterly trends in feedback collection, referral, and outcomes across participating agencies. It aims to understand how the CFM is used by the affected population, unpack service provider responses, and identify coordination gaps in referral management.

Zite Manager supports this process through the Zite platform, training, and technical guidance. For more information, visit our [website](#) or email us at zitemanager@iom.int.

Report Date: 08 Jul 26

Program & Context Overview

About the CCCM Program:

The CCCM Cluster in Haiti, co-led by UCLBP, DGPC, and IOM, coordinates site management and support for displaced populations in a context marked by insecurity, sudden displacement, and growing humanitarian needs. Cluster partners work in collective centres, spontaneous sites, with IDP-hosting families, and in host communities in heavily affected areas, using static, mobile, remote, and area-based approaches depending on access constraints.

During the quarter, seven partner agencies operated the CFM across 60 sites. IOM recorded the highest volume of feedback (188 across 10 sites), followed by ATREPA (177 across 12 sites), ASHAPE (113 across 4 sites), APRONHA (86 across 6 sites), ICDH (71 across 11 sites), ACTED (35 across 14 sites), and CESVI (5 across 3 sites).

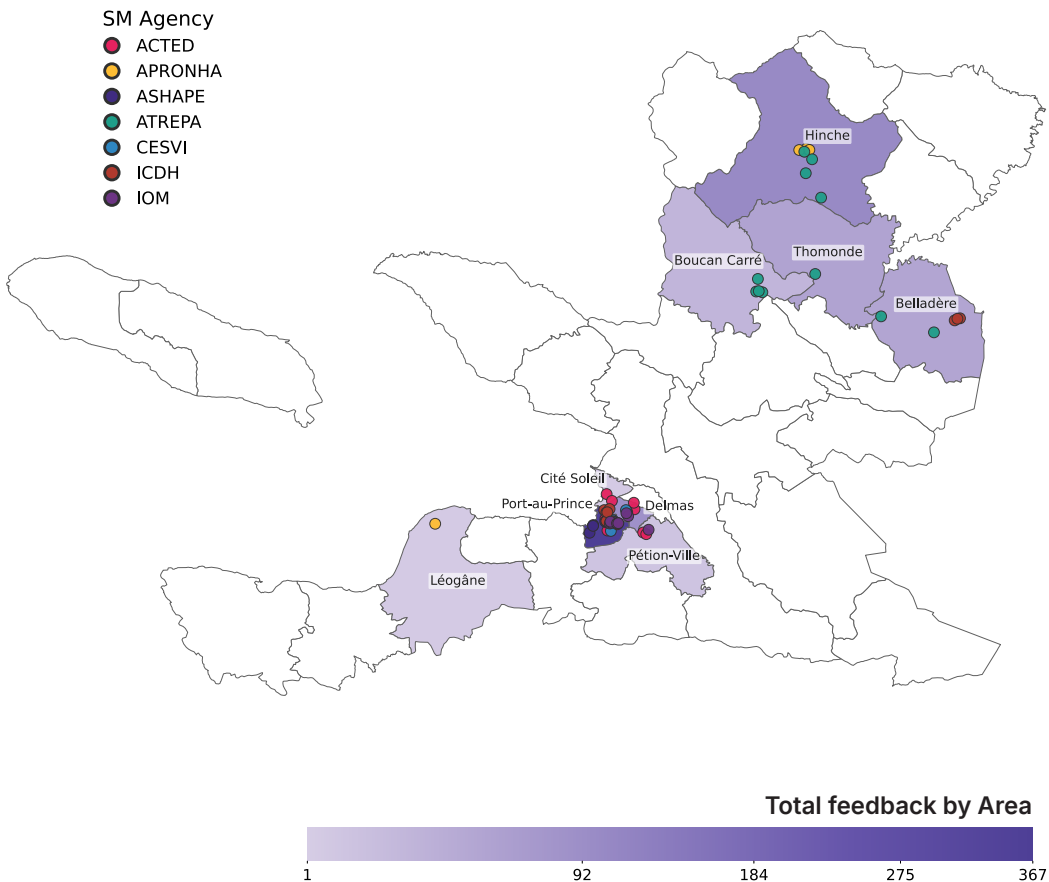
Context:

Haiti's humanitarian situation in 2026 and in this quarter, continues to deteriorate as escalating armed violence, widespread displacement, and constrained humanitarian access drive increasing needs across the country. Armed groups continue to expand their influence, particularly across the Port-au-Prince metropolitan area and parts of Artibonite, disrupting population movements, limiting access to essential services, and increasing protection risks for affected communities.

Displacement remains one of the primary drivers of humanitarian need, with approximately 1.5 million people internally displaced across Haiti. Ongoing insecurity has placed significant pressure on host communities, displacement sites, and already overstretched basic services, while many households continue to face repeated displacement.

Humanitarian operations remain challenged by insecurity, movement restrictions, and logistical constraints that limit access to affected populations and the delivery of assistance. At the same time, humanitarian needs continue to outpace available resources. An estimated 6.4 million people require humanitarian assistance, while funding shortfalls continue to reduce the scale and predictability of the response.

CFM Coverage Map: IDP Sites, SM Leads & Feedback Received



Implemented in Country by



Methodology

New feedback is received daily and existing referrals progress at different rates through the CFM cycle. This makes it difficult to take an accurate snapshot at any given moment and compare timeperiods. To ensure clear, reproducible, and enable non-duplicated comparisons, the analysis is based on when actions were completed within the quarter.

- **Received Feedback:** A record of all non-sensitive operational feedback received during the reporting period. This helps us understand who is engaging with the CFM and what feedback they are providing.
- **Completed Referrals:** refers to fully processed referrals. The date of completion is marked by when the results are communicated back to the feedback submitter. The results of referrals are only analysed in the quarter they were completed—not when first received—to assess how referrals are managed.

Baseline Comparison: To understand performance, this quarter's results are compared to a 12-month weighted quarterly average, calculated from the past four quarters prior to the current one.

- When comparing overall counts (e.g. total feedback or feedback from women), the relative percentage change from baseline is used, written as "+/- 2%".
- When comparing percentages (e.g. % expired), we show the change in percentage points, written as "2pp".
- Percentages in brackets (2%) simply show the current share of a total, not a baseline comparison.

All figures and charts are auto-generated through linked Python tools.

Limitations:

- The report excludes emergency & sensitive feedback (e.g. Code of Conduct or protection cases). Sensitive feedback is referred directly via protection pathways. Only the protection focal point's contact details are recorded.
- Community feedback reflects engagement with the CFM, not a representative assessment of population needs.
- Actions not recorded in the CFM system or reported to CCCM are not captured. Findings reflect only what was processed through the CFM and should not be used to assess sector performance or service quality.
- This report highlights key results only; some metrics may be excluded if data is insufficient.

What does this report cover?



Engagement: What feedback was received?

Covers the feedback received by Sector, location and topic and whether this feedback was referred or closed upon receipt.

Key Indicator: # of tickets received by sector & location.



People: Who shared feedback?

Includes who is providing feedback, broken down by demographic information, like sex, age, vulnerability, and disability.

Key Indicator: Sex, Age, & Vulnerability disaggregated feedback.



Resolution: What referrals were resolved?

Explores what referrals were reported resolved by service providers and, if they were not resolved, the reason why they couldn't be resolved. Only referrals completed within the quarter are analysed.

Key Indicator: % of feedback reported resolved by sector & location.



Expiration: What referrals went unanswered?

Not all completed referrals receive a response from service providers. These "expired" referrals are reported on by Sector and location.

Key Indicator: % of feedback expired by sector & location.

Interested in learning more? See our [methods note](#) and [previous reports](#).

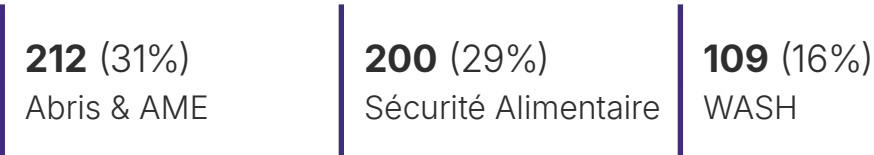
Engagement: What Feedback was Received?

This quarter, 692 feedback entries were received, representing a 44% decrease compared with the baseline and noticeably less than last quarter which received 2,408. The vast majority of feedback (98%) consisted of requests for assistance, services, or repairs, while the remaining 2% were general questions about assistance. As the CFM programme is still relatively new, comparisons with the baseline should be interpreted with caution. Large percentage changes can occur in locations that have historically received relatively few referrals. For example, sites in Boucan Carré recorded the largest increase in feedback volume compared with the baseline.

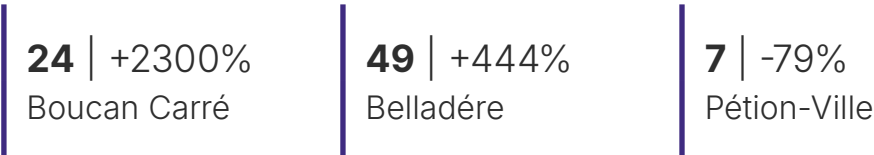
Abris & AME (Shelter & NFIs) and Sécurité Alimentaire (Food Security) received the highest number of referrals overall, largely driven by sites in Port-au-Prince. However, referral patterns differed across communes in central Haiti. In Thomonde, Education was the most frequently reported sector, with referrals primarily relating to families being unable to afford school fees. In Hinche, a higher proportion of referrals concerned Sécurité Alimentaire, driven mainly by requests for income-generating activities. In Delmas, the vast majority of feedback related to Abris & AME, particularly requests for "Appui au loyer / Rental Assistance requested".

Despite the overall decline in feedback volume, requests for BNA kits (NFI kits) increased this quarter. This rise was driven primarily by Site Kid in Port-au-Prince, which accounted for 86% of all BNA kit requests.

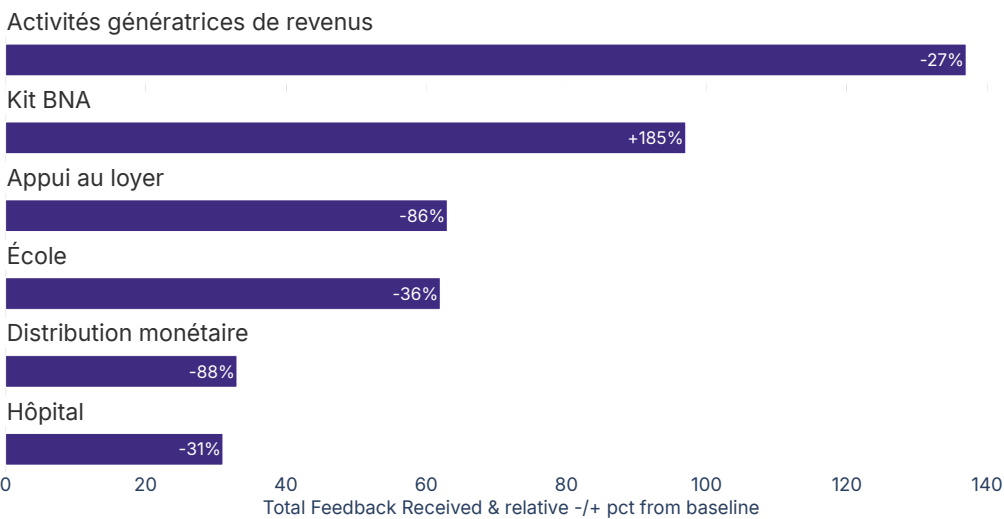
Sectors receiving most feedback this quarter



Locations with Biggest Baseline Changes



Top 6 Topics of Feedback



Most Feedback by Top Locations & Sector

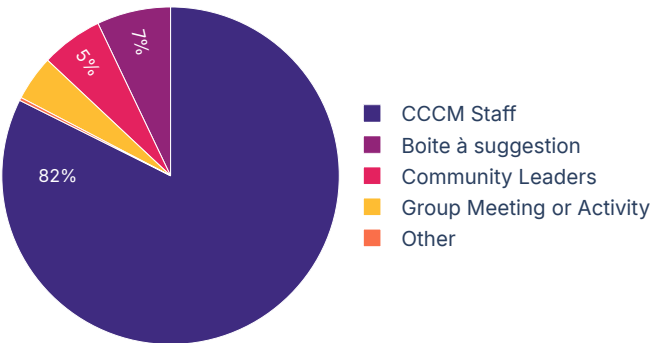
	Sécurité					
	Abris & AME	Alimentaire	WASH	Education	Santé	Other
Port-au-Prince	127	117	58	16	34	15
Hinche	21	50	9	16	3	4
Delmas	45	10	14	3	8	6
Thomonde	5	2	8	23	2	12
Belladère	9	12	15	7	2	4
Boucan Carré	4	6	4	8	2	0

People: Who Provided Feedback?

Most feedback this quarter was submitted through CCCM Staff (82%), followed by Boîte à suggestion (7%) and Community Leaders (6%). Feedback submitted by Community Leaders was notably lower than the baseline, decreasing by 9 percentage points. The majority of feedback (72%) was submitted pour elle-même (on behalf of oneself), while 21% represented l'ensemble du site (the entire site) and 5% was submitted pour un groupe de personnes ou une communauté (on behalf of a group of people or a community).

Across all demographic groups, the most common request related to Activités génératrices de revenus (income-generating activities). However, there were some notable differences between groups. Women and girls submitted a higher proportion of feedback relating to Abris & AME (Shelter & NFIs) than men and boys, while men and boys submitted a greater proportion of feedback relating to WASH. Persons with disabilities and older people also recorded proportionally higher rates of referrals relating to Santé (Health).

Feedback Channels



398 (58%) | -44%
Women & Girls

274 (40%) | -43%
Men & Boys

535 (77%) | -49%
Vulnerable Households

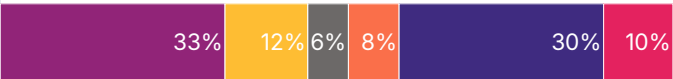
64 (9%) | -43%
Persons with Disabilities

Feedback Received by Gender, Vulnerability & PwD

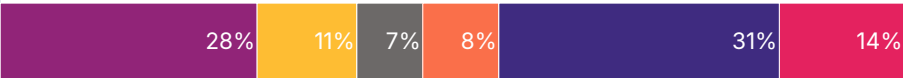
Men & Boys



Women & Girls



Vulnerable Households



Persons with Disabilities



100 200 300 400 500

■ WASH ■ Sécurité Alimentaire ■ Santé ■ Other ■ Education ■ Abris & AME

Demographics	Total Feedback	Top Topics
Adult (30-59)	467	Activités génératrices de revenus (18%) Kit BNA (14%) Appui au loyer (10%)
Elderly (60+)	41	Activités génératrices de revenus (15%) Hôpital (10%) Aide aux personnes handicapées et inclusion (7%)
Prefer not to say	6	Distribution monétaire (17%) Douches (17%) Eclairage solaire (17%)
Young Adult (18-29)	167	Activités génératrices de revenus (26%) Kit BNA (17%) Appui au loyer (9%)
Youth (under 18)	11	École (55%) Hôpital (18%) Activités génératrices de revenus (9%)

Resolution: What Referrals were Resolved?

Of the 507 completed referrals, 16% were successfully resolved, as reported by service providers. The overall resolution rate increased by 16 percentage points compared with the baseline. Referrals relating to Kit BNA (NFI kits) and Eau de Boisson (Drinking Water) recorded the highest resolution rates, with 71% of 31 referrals and 64% of 11 referrals resolved, respectively.

The majority (84%) of completed referrals were reported as unresolved by service providers, a 16 percentage point decrease compared with the baseline. Sites in Belladère and Pétion-Ville recorded the highest unresolved referral rates, with all referrals marked as unresolved. The most common reasons in those locations were "Future Considerations", and "No reason recorded."

507 | +745%
Completed Referrals

65 days | 2 days slower
Average Response Time

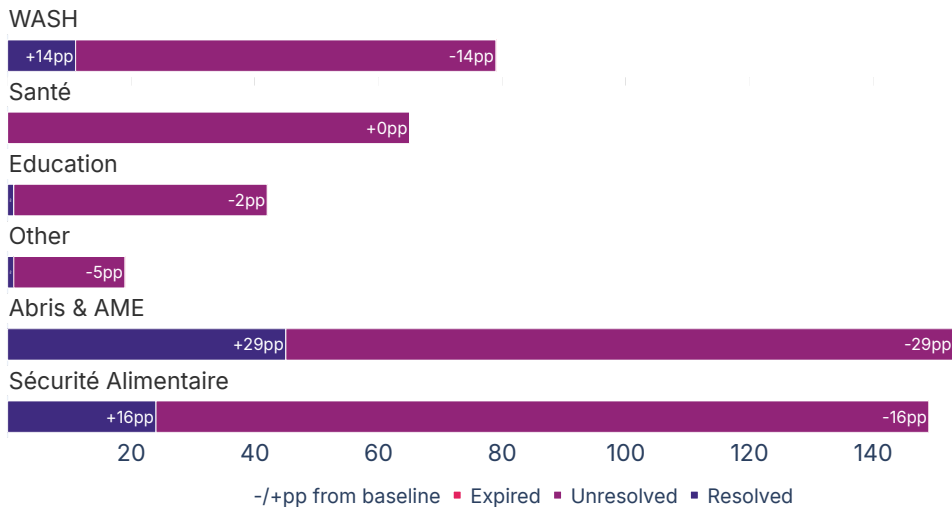
Completed Referrals Results Compared to Baseline

82 (16%) | +16pp
Resolved

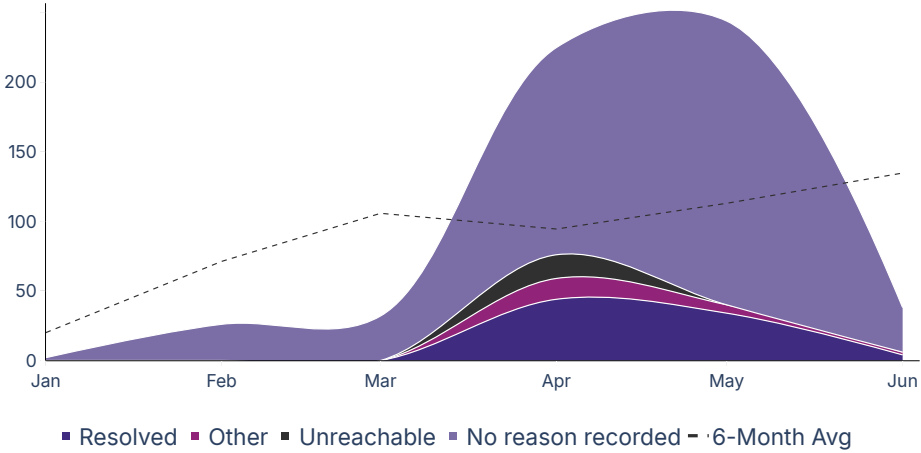
425 (84%) | -16pp
Unresolved

0 | 0pp
Expired

Results by Sector



Service Provider Responses to Referrals



Top reasons feedback goes unresolved

385 (76%)
No reason recorded

17 (3%)
Unreachable

9 (2%)
Can't Technically Resolve

Completed Referral Results by Top Locations

	Unresolved	Resolved	Expired
Port-au-Prince	178 (76%)	57 (24%)	0 (0%)
Hinche	120 (100%)	0 (0%)	0 (0%)
Delmas	108 (95%)	6 (5%)	0 (0%)
Pétion-Ville	16 (46%)	19 (54%)	0 (0%)
Belladère	3 (100%)	0 (0%)	0 (0%)

All Sectors

	Received	Referred	Completed Referrals	Resolved	Unresolved	Expired
Abris & AME	212 -60%	212 (100%)	153 +993%	45 (29%)	108 (71%)	0 (0%)
Sécurité Alimentaire	200 -51%	200 (100%)	149 +1142%	24 (16%)	125 (84%)	0 (0%)
WASH	109 +35%	108 (99%)	79 +558%	11 (14%)	68 (86%)	0 (0%)
Education	73 -34%	72 (99%)	42 +4100%	1 (2%)	41 (98%)	0 (0%)
Santé	54 -21%	54 (100%)	65 +282%	0 (0%)	65 (100%)	0 (0%)
CCCM	19 +3%	19 (100%)	7 +75%	1 (14%)	6 (86%)	0 (0%)
Nutrition	16 +100%	16 (100%)	11 +0%	0 (0%)	11 (100%)	0 (0%)
Protection	9 +50%	9 (100%)	1 +0%	0 (0%)	1 (100%)	0 (0%)

All Locations

	Received	Referred	Completed Referrals	Resolved	Unresolved	Expired
Port-au-Prince	367 -60%	365 (99%)	235 +343%	57 (24%)	178 (76%)	0 (0%)
Hinche	103 -69%	103 (100%)	120 +0%	0 (0%)	120 (100%)	0 (0%)
Delmas	86 -29%	86 (100%)	114 +1529%	6 (5%)	108 (95%)	0 (0%)
Thomonde	52 +0%	52 (100%)	0 +0%	0 (0%)	0 (0%)	0 (0%)
Belladère	49 +444%	49 (100%)	3 +0%	0 (0%)	3 (100%)	0 (0%)
Boucan Carré	24 +2300%	24 (100%)	0 +0%	0 (0%)	0 (0%)	0 (0%)
Pétion-Ville	7 -79%	7 (100%)	35 +0%	19 (54%)	16 (46%)	0 (0%)
Cité Soleil	2 +0%	2 (100%)	0 +0%	0 (0%)	0 (0%)	0 (0%)
Léogâne	2 +0%	2 (100%)	0 +0%	0 (0%)	0 (0%)	0 (0%)