Haiti

Operational Community Feedback Q3, 2026

Engagement: What was received?

855 pieces of feedback were received this quarter - a relative 19% drop compared to the baseline of 1,055.

People: Who provided feedback?

Women and Girls provided 66% of feedback submitted, an increase in participation of 13 percent points (pp) from the baseline.

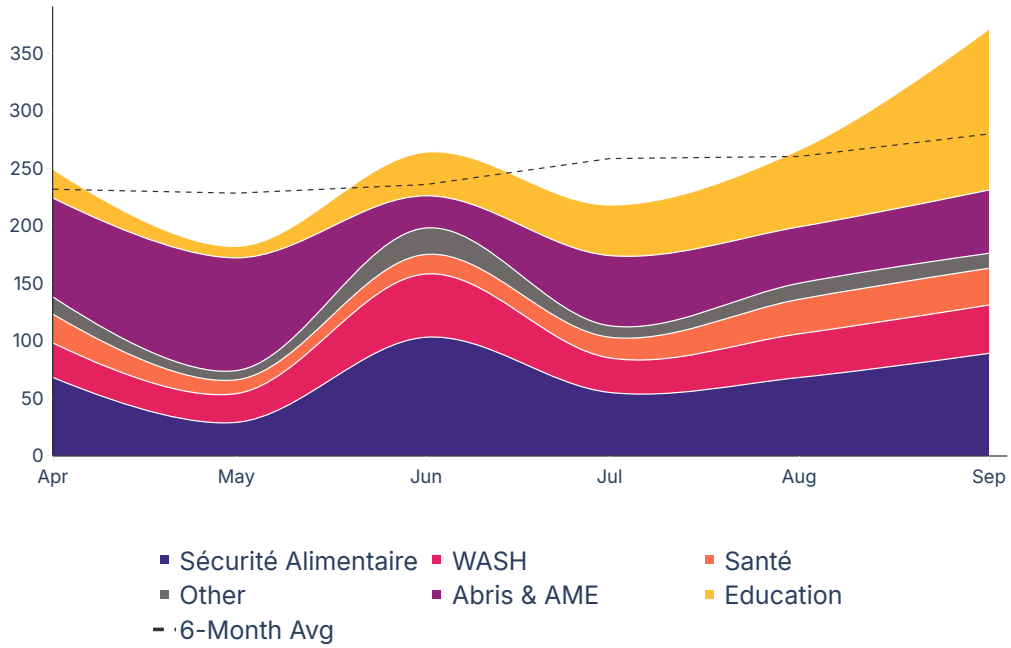
Resolution: What was resolved?

25% of the 416 completed referrals were resolved this quarter, 15pp above the baseline.

Expiration: What went unanswered?

60% of completed referrals went unresponded by service providers after 60 days - down 15pp 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: 19 Oct 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 78 sites. IOM recorded the highest volume of feedback (524 across 10 sites), followed by ATREPA (177 across 29 sites), ICDH (60 across 9 sites), ASHAPE (39 across 7 sites), ACTED (24 across 9 sites), CESVI (16 across 7 sites), and APRONHA (15 across 7 sites).

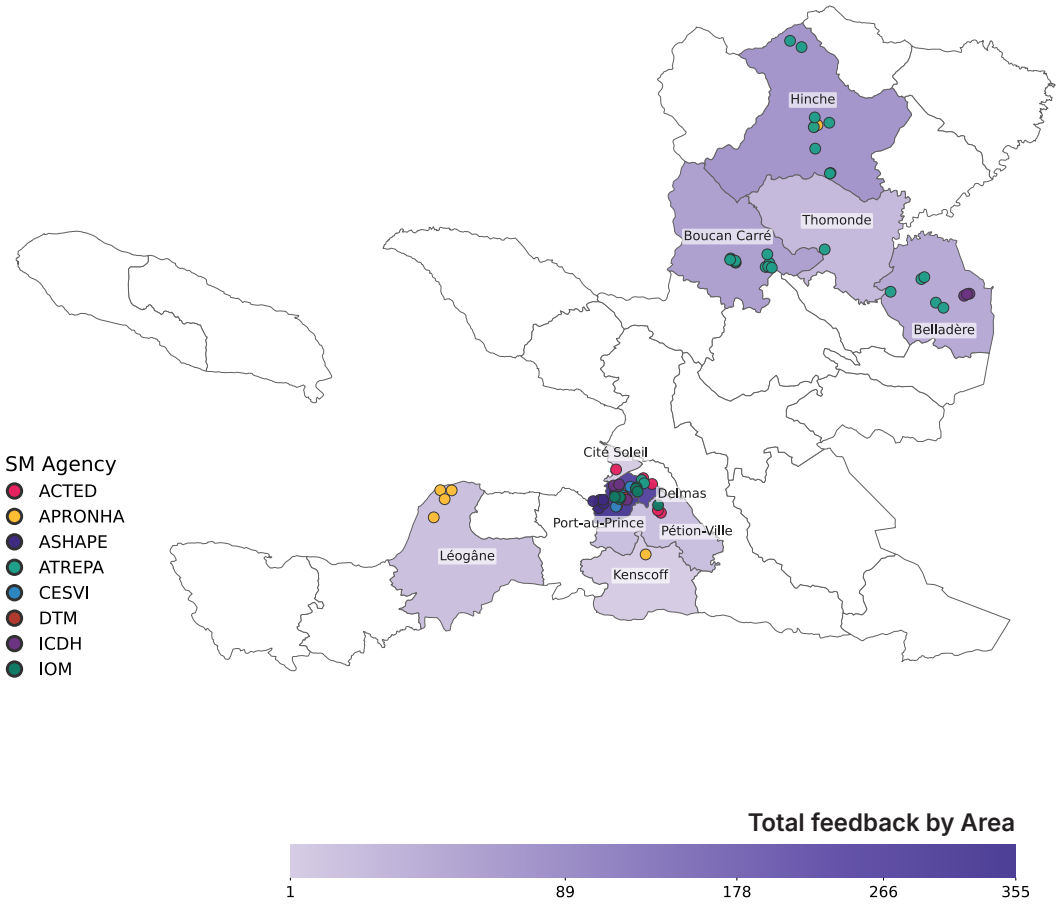
Context:

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 quaterly 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? Visit our website https://dashboard.zitemanager.org/

Engagement: What Feedback was Received?

This quarter, 855 feedback entries were received, representing a 19% decrease from the baseline but an increase compared with the 692 entries received last quarter. The vast majority of feedback (98%) consisted of requests for assistance, services, or repairs, while the remaining 2% comprised general questions about assistance. Of the entries received, 851 (over 99%) were referred to service providers, while four (less than 1%) were closed upon receipt because they could not be referred.

This quarter saw a significant increase in referrals to education providers across multiple communes, 82% of which related to an inability to afford school fees. This trend was driven largely by sites in Port-au-Prince, which accounted for 43% of all education referrals.

Although referral patterns varied across communes, a higher proportion of referrals from sites in Delmas related to Abris & AME, particularly requests for rental assistance and NFI kits. Delmas also saw an increase in requests for income-generating activities referred to Sécurité Alimentaire providers. In Hinche, the leading sectors for referrals were WASH and Sécurité Alimentaire, reporting issues relating to limited access to water for drinking and domestic use, and requests for cash distributions.

Sectors receiving most feedback this quarter

251 (29%)
Education

212 (25%)
Sécurité Alimentaire

165 (19%)
Abris & AME

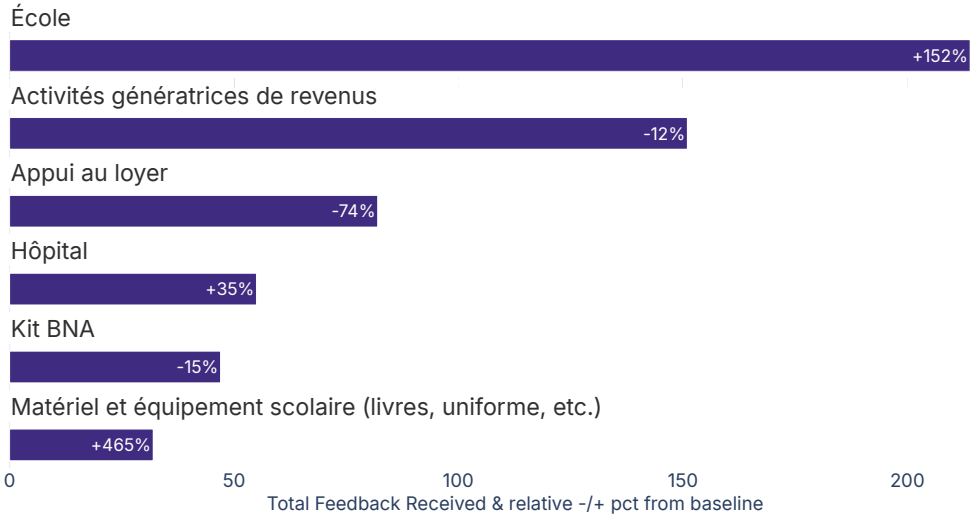
Locations with Biggest Baseline Changes

9 | +350%
Léogâne

54 | +332%
Boucan Carré

295 | +171%
Delmas

Top 6 Topics of Feedback



Most Feedback by Top Locations & Sector

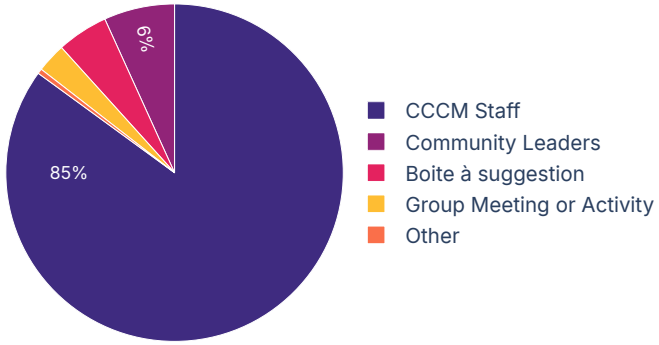
	Education	Sécurité Alimentaire	Abris & AME	WASH	Santé	Other
Port-au-Prince	108	84	50	46	48	19
Delmas	58	88	97	22	22	8
Hinche	18	22	7	22	2	3
Boucan Carré	39	6	1	3	1	4
Belladère	13	10	4	6	3	2
Thomonde	9	0	3	4	1	0

People: Who Provided Feedback?

Most feedback this quarter was submitted by CCCM staff (85%), followed by community leaders (7%) and suggestion boxes (Boîte à suggestions) (5%). Feedback submitted by community leaders decreased by a notable 6pp compared with the baseline. The majority of respondents (73%) provided feedback on behalf of themselves or their household (Pour elle-même), while 20% represented the entire site (L'ensemble du site). Among vulnerable households, approximately 50% were female-headed and 15% were elderly-headed.

Across all demographic groups, the most common requests related to education, particularly school fees, and income-generating activities (Activités génératrices de revenus). Women and girls submitted a higher proportion of feedback related to education and health (Santé) than men and boys, while men and boys reported a greater proportion of WASH-related needs, consistent with the previous quarter.

Feedback Channels



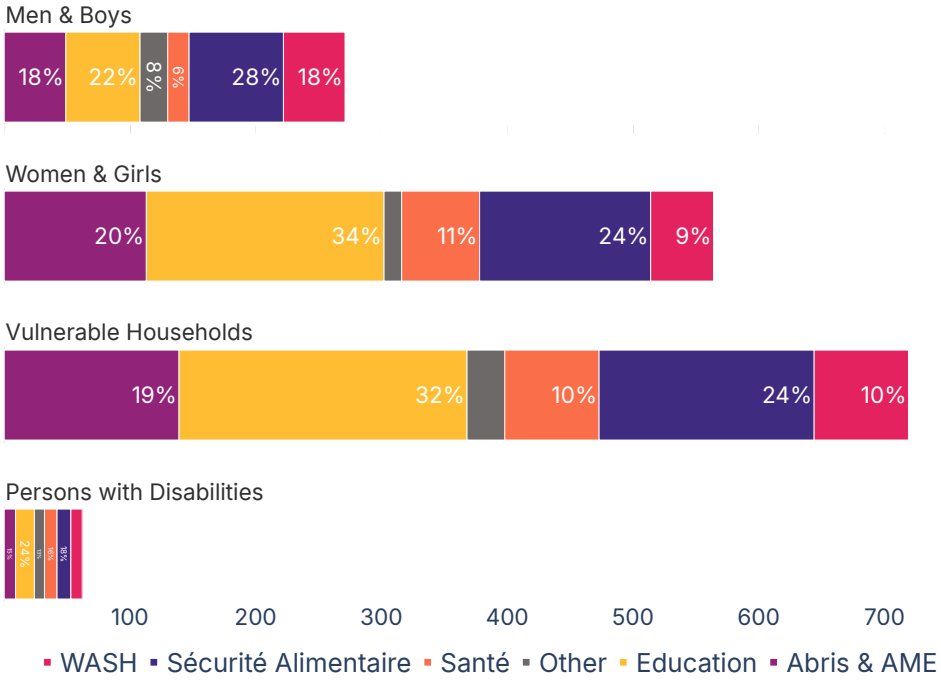
564 (66%) | -7%
Women & Girls

271 (32%) | -34%
Men & Boys

719 (84%) | -18%
Vulnerable Households (HH)

62 (7%) | -36%
Persons with Disabilities

Feedback Received by Gender, Vulnerability & PwD



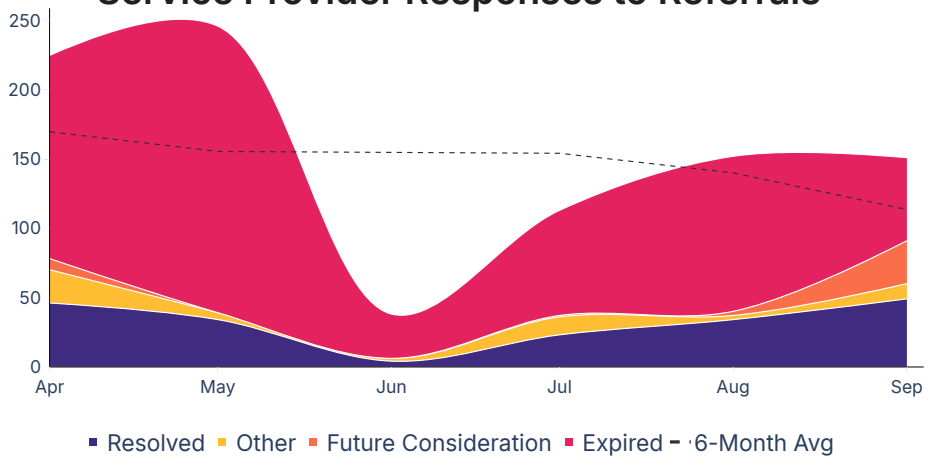
Demographics	Total Feedback	Top Topics
Adult (30-59)	639	École (27%) Activités génératrices de revenus (18%) Appui au loyer (10%)
Elderly (60+)	59	École (20%) Hôpital (17%) Appui au loyer (14%)
Prefer not to say	16	Douches (25%) Kits d'hygiène (19%) Latrine (19%)
Young Adult (18-29)	135	École (20%) Activités génératrices de revenus (20%) Appui au loyer (7%)
Youth (under 18)	5	École (40%) Abris de fortune (20%) Activités génératrices de revenus (20%)

Resolution: What Referrals were Resolved?

Of the 416 completed referrals, 25% were reported as successfully resolved by service providers. The overall resolution rate was 15 percentage points (pp) above the baseline, with referrals relating to Lampadaires (streetlights) and Kit BNA (non-food item kits) recording the highest resolution rates at 54% (7 of 13 referrals) and 53% (59 of 111 referrals), respectively.

A further 15% of completed referrals remained unresolved, according to service providers. Delmas recorded the highest rate of unresolved referrals at 42%, 9 pp above the location's baseline. The main reasons cited in Delmas were 'Future Consideration' and 'Lack of funding', primarily for referrals relating to Abris de fortune (makeshift shelters) and Question about Sécurité Alimentaire (food security).

Service Provider Responses to Referrals



416 | +46%
Completed Referrals

108 days | 43 days slower
Average Response Time

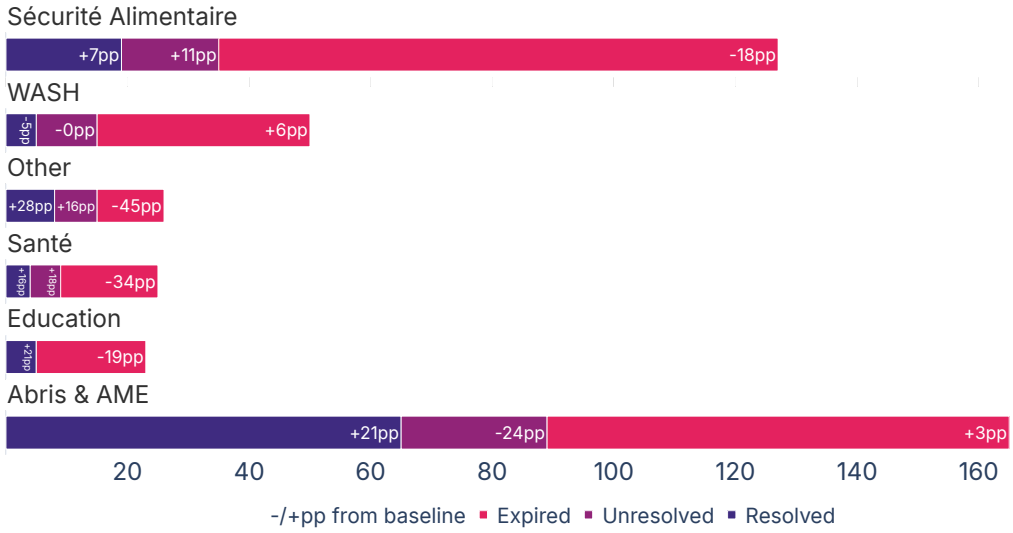
Completed Referrals Results Compared to Baseline

106 (25%)| +15pp
Resolved

62 (15%) | 0pp
Unresolved

248 (60%)| -15pp
Expired

Results by Sector



Completed Referral Results by Top Locations

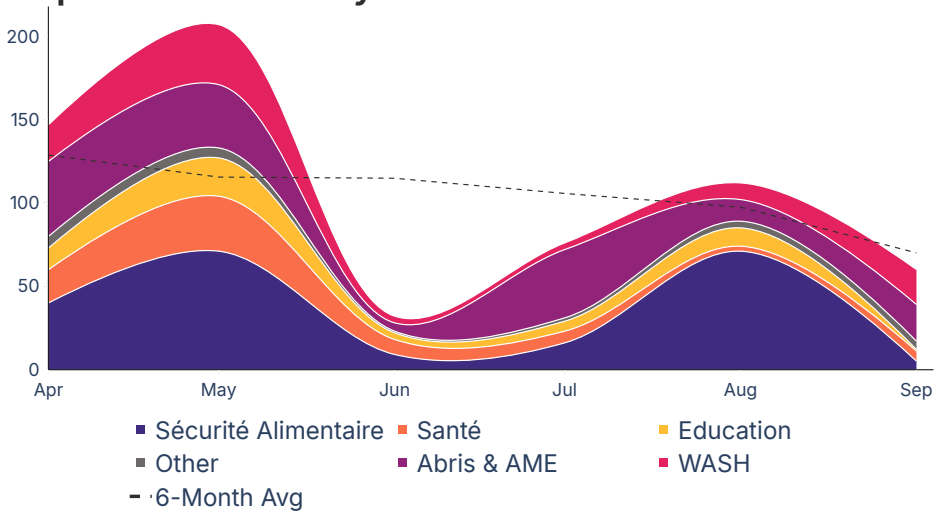
	Expired	Resolved	Unresolved
Port-au-Prince	161 (54%)	90 (31%)	43 (15%)
Delmas	21 (47%)	5 (11%)	19 (42%)
Hinche	45 (100%)	0 (0%)	0 (0%)
Pétion-Ville	18 (62%)	11 (38%)	0 (0%)
Léogâne	3 (100%)	0 (0%)	0 (0%)
Belladère	0 (100%)	0 (0%)	0 (0%)

Expiration: What Referrals went Unanswered?

Of the 416 completed referrals, 60% expired because providers did not respond within 60 days. Site management then notified the affected individuals and offered them the option to resubmit their feedback as a new referral.

The overall expiration rate decreased by 15 percentage points (pp) compared with the baseline, indicating a promising improvement. Port-au-Prince recorded the highest number of expired referrals, accounting for over 65% of all expirations, despite an expiration rate 16 pp below its baseline. These referrals primarily related to Activités génératrices de revenus (income-generating activities) (40%) and Kit BNA (non-food item kits) (25%).

Expired Referrals by sector over the last 6 months



Sectors with Biggest Baseline Changes

6 | -49pp
CCCM

16 | -34pp
Santé

3 | -25pp
Protection

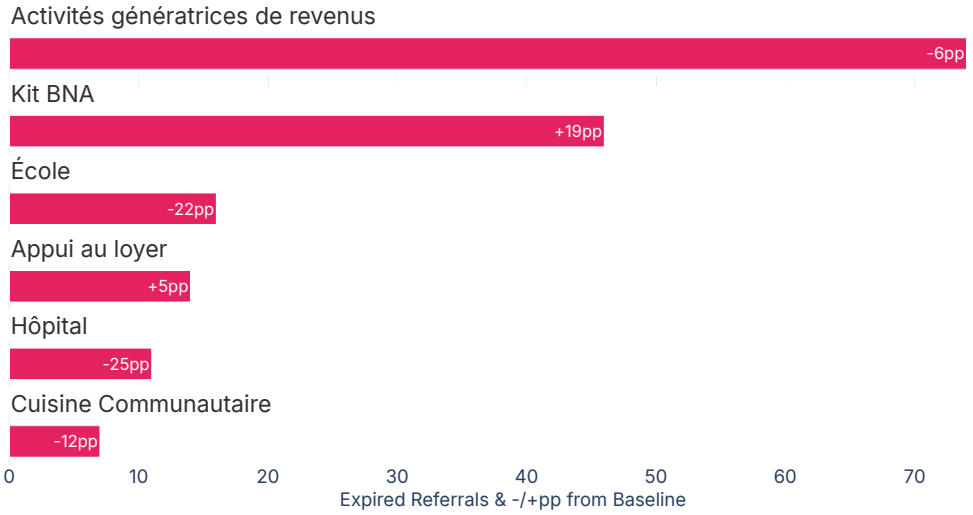
Locations with Biggest Baseline Changes

18 | +22pp
Pétion-Ville

21 | -17pp
Delmas

161 | -16pp
Port-au-Prince

Expired Referrals by Feedback Topics



Expired Referrals by Top Locations & Sector

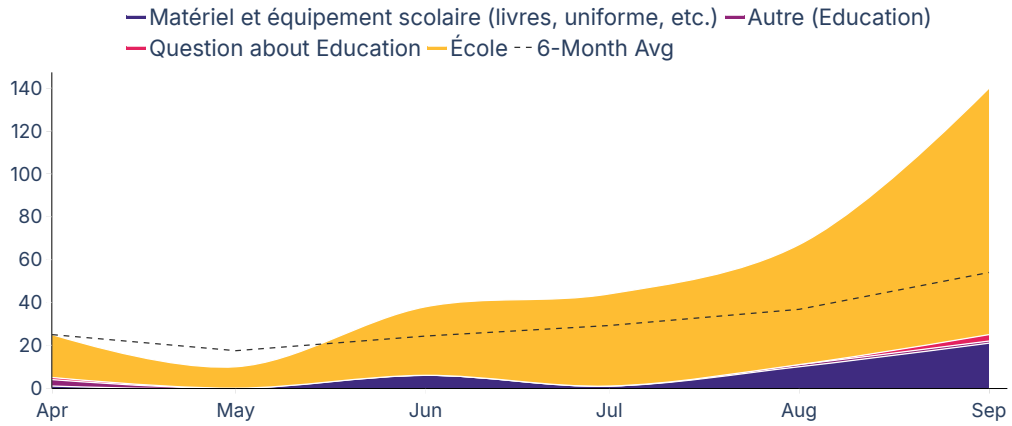
	Sécurité Alimentaire	Abris & AME	WASH	Education	Santé	Other
Port-au-Prince	73	50	10	12	10	6
Hinche	18	12	7	5	3	0
Delmas	0	8	9	0	2	2
Pétion-Ville	1	6	9	1	1	0
Léogâne	0	0	0	0	0	3

Education

A total of 251 feedback entries were received this quarter, representing a 155% increase from the baseline of 98. École (schools) was the most frequently reported topic (85%), with requests primarily relating to unaffordable school fees. Requests for Matériel et équipement scolaire (school materials and equipment) recorded the largest relative increase from the baseline, rising by 465%. Sites in Boucan Carré and Delmas recorded the largest increases in feedback volume compared with their baselines, at 767% and 252%, respectively, although sites in Port-au-Prince submitted the most education-related referrals.

Of the 23 completed referrals, 22% were resolved, while none were reported as unresolvable. Referrals relating to École (schools) had the highest resolution rate at 24%, an increase of 22 percentage points (pp) from the baseline. The sector's expiration rate was 78%, a decrease of 19 pp from the baseline. Despite this improvement, education referrals had the second-highest expiration rate among all sectors.

Top Topics Received in the last 6 months



Received Feedback & Completed Referrals

251 | +155%
Received

250 | +0pp
Referred

23 | +7%
Completed Referrals

Outcome of Completed Referrals

5 (22%)| +21pp
Resolved

0 | -1pp
Unresolved

18 (78%)| -19pp
Expired

Feedback Results by Top Locations

	Received	Completed Referrals	Resolved	Unresolved	Expired
Port-au-Prince	108	17	5 (29%)	0 (0%)	12 (71%)
Delmas	58	0	0 (0%)	0 (0%)	0 (0%)
Boucan Carré	39	0	0 (0%)	0 (0%)	0 (0%)
Hinche	18	5	0 (0%)	0 (0%)	5 (100%)
Belladère	13	0	0 (0%)	0 (0%)	0 (0%)
Thomonde	9	0	0 (0%)	0 (0%)	0 (0%)

Feedback Results by Top Topics

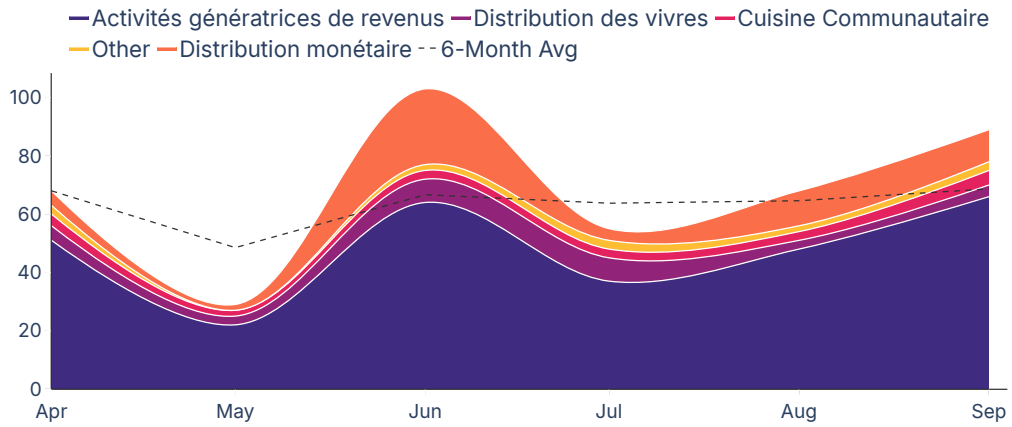
	Received	Completed Referrals	Resolved	Unresolved	Expired
École	214	21	5 (24%)	0 (0%)	16 (76%)
Matériel et équipement scolaire (livres, uniforme, etc.)	32	1	0 (0%)	0 (0%)	1 (100%)
Question about Education	3	0	0 (0%)	0 (0%)	0 (0%)
Autre (Education)	2	1	0 (0%)	0 (0%)	1 (100%)

Sécurité Alimentaire (Food Security)

A total of 212 feedback entries were received this quarter, representing a 37% decrease from the baseline of 339. Activités génératrices de revenus (income-generating activities) was the most frequently reported topic (71%), while Distribution monétaire (cash distribution) recorded the largest relative change from the baseline, decreasing by 83%. Delmas and Hinche recorded the largest changes in feedback volume compared with their baselines, increasing by 326% and decreasing by 73%, respectively.

Of the 127 completed referrals, 15% were resolved, while 13% were reported as unresolvable. Distribution des vivres (food distribution) had the highest resolution rate at 38%, while Question about Sécurité Alimentaire had an unresolved rate of 100%. The sector's expiration rate was 72%, down 18 pp from the baseline. Hinche recorded the highest expiration rate at 100%, while Pétion-Ville saw a notable increase of 21 pp compared with the baseline. The expiration rate for referrals relating to Distribution des vivres also increased by 49 pp from the baseline.

Top Topics Received in the last 6 months



Received Feedback & Completed Referrals

212 | -37%
Received

210 | -1pp
Referred

127 | +57%
Completed Referrals

Outcome of Completed Referrals

19 (15%)| +7pp
Resolved

16 (13%) | +11pp
Unresolved

92 (72%) | -18pp
Expired

Feedback Results by Top Location

	Received	Completed Referrals	Resolved	Unresolved	Expired
Delmas	88	5	0 (0%)	5 (100%)	0 (0%)
Port-au-Prince	84	102	18 (18%)	11 (10%)	73 (72%)
Hinche	22	18	0 (0%)	0 (0%)	18 (100%)
Belladère	10	0	0 (0%)	0 (0%)	0 (0%)
Boucan Carré	6	0	0 (0%)	0 (0%)	0 (0%)
Léogâne	2	0	0 (0%)	0 (0%)	0 (0%)

Feedback Results by TopTopics

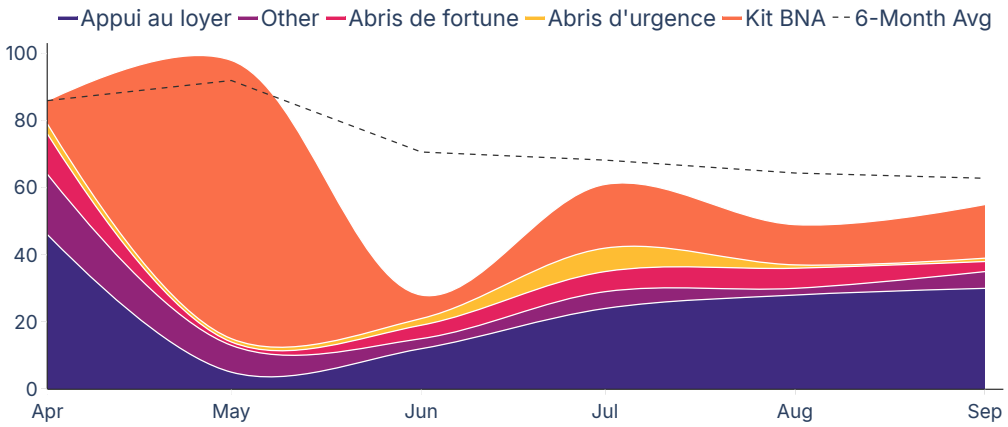
	Received	Completed Referrals	Resolved	Unresolved	Expired
Activités génératrices de revenus	151	87	8 (9%)	5 (6%)	74 (85%)
Distribution monétaire	27	12	4 (33%)	2 (17%)	6 (50%)
Distribution des vivres	15	16	6 (37%)	6 (38%)	4 (25%)
Cuisine Communautaire	11	8	1 (12%)	0 (0%)	7 (88%)
Question about Sécurité Alimentaire	7	3	0 (0%)	3 (100%)	0 (0%)
Autre (Sécurité Alimentaire)	1	1	0 (0%)	0 (0%)	1 (100%)

Abris & AME (Shelter & NFIs)

A total of 165 feedback entries were received this quarter, representing a 61% decrease from the baseline of 428. Appui au loyer (rental assistance) was the most frequently reported topic (50%) and recorded a 74% decrease compared with the baseline. Delmas and Hinche recorded the largest changes in feedback volume compared with their baselines, increasing by 122% and decreasing by 89%, respectively.

Of the 165 completed referrals, 39% were resolved, while 15% were reported as unresolvable. Referrals relating to Kit BNA (non-food item kits) had the highest resolution rate at 53%, despite an 18pp decrease from the baseline. Question about Abris & AME had the highest unresolved rate at 67%. The sector's expiration rate was 46%, a slight increase of 3 pp from the baseline with referrals.

Top Topics Received in the last 6 months



Received Feedback & Completed Referrals

165 | -61%
Received

165 | +0pp
Referred

165 | +96%
Completed Referrals

Outcome of Completed Referrals

65 (39%)| +21pp
Resolved

24 (15%)| -24pp
Unresolved

76 (46%)| +3pp
Expired

Feedback Results by Top Locations

	Received	Completed Referrals	Resolved	Unresolved	Expired
Delmas	97	16	2 (12%)	6 (38%)	8 (50%)
Port-au-Prince	50	122	54 (44%)	18 (15%)	50 (41%)
Hinche	7	12	0 (0%)	0 (0%)	12 (100%)
Belladère	4	0	0 (0%)	0 (0%)	0 (0%)
Thomonde	3	0	0 (0%)	0 (0%)	0 (0%)
Pétion-Ville	2	15	9 (60%)	0 (0%)	6 (40%)

Feedback Results by Top Topics

	Received	Completed Referrals	Resolved	Unresolved	Expired
Appui au loyer	82	26	3 (12%)	9 (35%)	14 (53%)
Kit BNA	47	111	59 (53%)	6 (5%)	46 (42%)
Abris de fortune	15	8	1 (13%)	5 (62%)	2 (25%)
Abris d'urgence	9	6	0 (0%)	2 (33%)	4 (67%)
Eclairage solaire	4	6	2 (33%)	0 (0%)	4 (67%)
Installations communautaires	4	1	0 (0%)	0 (0%)	1 (100%)

All Sectors

	Received	Referred	Completed Referrals	Resolved	Unresolved	Expired
Education	251 | +155%	250 (100%)	23 | +7%	5 (22%)	0 (0%)	18 (78%)
Sécurité Alimentaire	212 | -37%	210 (99%)	127 | +57%	19 (15%)	16 (13%)	92 (72%)
Abris & AME	165 | -61%	165 (100%)	165 | +96%	65 (39%)	24 (15%)	76 (46%)
WASH	110 | +20%	110 (100%)	50 | +10%	5 (10%)	10 (20%)	35 (70%)
Santé	80 | +26%	80 (100%)	25 | -39%	4 (16%)	5 (20%)	16 (64%)
CCCM	27 | +40%	27 (100%)	20 | +264%	8 (40%)	6 (30%)	6 (30%)
Protection	7 | -7%	6 (86%)	4 | +300%	0 (0%)	1 (25%)	3 (75%)
Nutrition	3 | -72%	3 (100%)	2 | -82%	0 (0%)	0 (0%)	2 (100%)

All Locations

	Received	Referred	Completed Referrals	Resolved	Unresolved	Expired
Port-au-Prince	355 | -51%	353 (99%)	294 | +104%	90 (30%)	43 (15%)	161 (55%)
Delmas	295 | +171%	295 (100%)	45 | -26%	5 (11%)	19 (42%)	21 (47%)
Hinche	74 | -66%	73 (99%)	45 | -63%	0 (0%)	0 (0%)	45 (100%)
Boucan Carré	54 | +332%	54 (100%)	0 | +0%	0 (0%)	0 (0%)	0 (0%)
Belladère	38 | +31%	38 (100%)	0 | -100%	0 (0%)	0 (0%)	0 (0%)
Thomonde	17 | -67%	16 (94%)	0 | +0%	0 (0%)	0 (0%)	0 (0%)
Pétion-Ville	11 | -57%	11 (100%)	29 | -17%	11 (38%)	0 (0%)	18 (62%)
Léogâne	9 | +350%	9 (100%)	3 | +0%	0 (0%)	0 (0%)	3 (100%)
Cité Soleil	1 | -50%	1 (100%)	0 | +0%	0 (0%)	0 (0%)	0 (0%)
Kenscoff	1 | +0%	1 (100%)	0 | +0%	0 (0%)	0 (0%)	0 (0%)