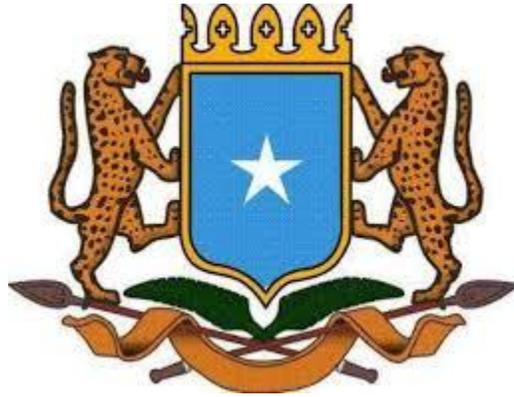**FEDERAL GOVERNMENT OF SOMALIA**

Ministry of Labor & Social Affairs

PROJECT:
SOMALIA SHOCK-RESPONSIVE SAFETY NET FOR HUMAN CAPITAL PROJECT

UPDATED STAKEHOLDER ENGAGEMENT PLAN (SEP)

Updated in April 2021

Contents

Acronyms and abbreviations

CEP	-	Community Engagement Plan
CLO		Community liaison officer
DFID		Department for International Development
EU	-	European Union
NGO	-	Non- Governmental Organization
GRM	-	Grievance Redress Mechanism
MPED	-	Ministry of Planning and Economic Development
MOLSA	-	Ministry of Labour & Social Affairs
MoF	-	Ministry of Finance
OIPs	-	Other interested parties
PAPs	-	Project-affected parties
PDO	-	Project Development Objectives
PIU	-	Project Implementation Unit
SEP	-	Stakeholder Engagement Plan
USAID	-	United States Agency for International Development
UNICEF	-	United Nations Children's Fund
UN-FAO	-	United Nations Food and Agricultural Organization

1. INTRODUCTION

a) Project background

Vulnerability in Somalia is multi-dimensional and poor households are more likely to be deprived beyond monetary poverty, including literacy and education attainment, labor force participation, access to quality housing and improved water and sanitation. This deprivation holds both within and across regions. For example, nearly half of the population does not reach average consumption of food items, confirming the dire living standards of most Somalis. While gender is not a predictor of monetary poverty in the Somali context, fewer women have access to education (55 percent of women have no education as compared to 40 percent of men) and social norms constrain their access to jobs and economic opportunities. Overall, 9 in 10 Somali households lack in at least one of these dimensions. Moreover, vulnerability is directly linked to poverty incidence: the population clustered above the poverty line is naturally vulnerable to falling into poverty in case of an unexpected decrease in consumption levels. Thus, in addition to 7 in 10 people being below the poverty line, a further 1 in 10 people are vulnerable to falling below the poverty line during a shock.

Somalis are vulnerable to various covariate (i.e. natural disasters and epidemics) and idiosyncratic (i.e. injury, death or unemployment) shocks, which threaten their well-being. Almost two in three Somali households (66 percent) reported experiencing at least one type of shock in the past 12 months. Due to the 2016/17 drought, most of the reported shocks were related to fluctuation in climate and its impact on livelihoods and the economy. Given the agro-pastoralist economy of Somalia, household welfare is closely linked with changes in rain patterns. Of those who experienced a shock, one in two households reported suffering from drought impacts, while one in four households reported loss of crops or livestock and shortage of water for farming or cattle. One in every five households experienced high food prices; and two out of five Somali households experienced multiple types of shocks within a year. The negative impact of each shock is greater if a household experiences multiple types of shocks simultaneously, as it leads to accumulation of vulnerabilities.

The proposed operation will seek to bridge the humanitarian-development divide by responding to the current drought, while laying foundation for a national social safety net system. The project will take advantage of the opportunities presented by existing humanitarian cash transfer (CT) interventions to respond quickly to the impending emergency. At the same time, it will support a gradual shift from the purely humanitarian approach to crisis response to instituting government capacity and systems for sustainable social protection, with the aim of building household, community and institutional resilience.

The SNHCP would provide poor and vulnerable households nutrition-linked cash transfers to meet their immediate consumption gaps and protect against food insecurity and malnutrition risks expected as a result of the developing drought in 2019. With a view towards longer-term development, it would also support efforts by the FGS to strengthen institutional resilience and establish the basic delivery mechanisms of a national social safety net system. Further, the project would build on the experiences and lessons learned to date of partners in Somalia providing humanitarian assistance and safety net support, taking into account the findings and recommendations of the numerous research work in the country to ensure a flexible and "learning-by-doing" approach. As such, it would gradually scale up what works, adjusting design during implementation, as needed.

The SNHCP is well aligned with the World Bank's Systematic Country Diagnostics (SCD) undertaken in 2018 and Country Partnership Framework (CPF) approved in 2019. The SCD notes that "a well targeted and effective social protection program adaptable to local contexts is an over-arching objective to avoid famines and open a path to sustainable poverty reduction and shared prosperity. It would also help build trust in state-run programs, and ultimately in state authority." The CPF also highlights scalable and reliable safety net system as a key contributor to one of its two objectives, i.e. to improve delivery systems for inclusive social services. As such, it notes the need for the "Bank team [to] start work, together with international donor and humanitarian partners, to build the systems of government necessary to leverage existing cash-transfers towards a more sustainable social safety net system able to respond to shocks."

b) Project Development Objectives

The Project Development Objectives (PDO) are to provide cash transfers to targeted poor and vulnerable households and establish the key building blocks of a national shock-responsive safety net system.

Shock responsiveness is defined and measured by the establishment of a social registry, which would support the scale up of future safety net programs during shocks.

The project is expected to measure achievement of the PDOs with the following outcome indicators:

a)   Nutrition-linked Unconditional Cash Transfers (UCT)

•   Beneficiaries of social safety net programs, of which female (core indicator)

b)   Delivery Systems and Institutional Capacity Building

•   National cash transfer program targeting methodology developed and endorsed by FGS

•   Operational manual of the national Social Registry developed and endorsed by FGS

c) Project Components

The project will include three components

- Component 1: Nutrition-linked Unconditional Cash Transfer;
- Component 2: Delivery Systems and Institutional Capacity Building; and
- Component 3: Project management, Monitoring and Evaluation, and Knowledge Management

Component 1 will include transfers to beneficiaries and linkages of beneficiaries to nutrition interventions provided by the health sector and nutrition cluster of the humanitarian agencies.

Component 2 will cover policy development and systems development (unified social registry, MIS, ID system, development of operation procedures for registration, enrollment, targeting, grievance, payment, monitoring, accountability, information campaign, etc.) and will support integration of Federal Republic of Somalia (FRS) staff in the project implementation and their capacity building, and institutional development of the relevant government ministries. Systems and procedures developed under Component 2 – e.g. unified social registry – will form the foundation for a more comprehensive social protection system in Somalia.

Component 3 will establish a project implementation unit (PIU) at the federal level and provide capacity building to relevant staff in MoLSA and other ministries. As the delivery of cash transfers transitions to direct implementation by the government, antenna PIUs and/or focal points at the member state level can be created. The component will also support project management and administration costs, including monitoring, knowledge management and dissemination, evaluations, and audits. Finally, the component will support the design and preparation of a pilot productive safety net for future consideration, aiming to support Government capacity to test other forms interventions to address multiple vulnerabilities (e.g. youth).

d) Project Context and Target Population

The cash transfers will extend primarily to RURAL areas, which are often underserved by humanitarian assistance programs. Most humanitarian assistance covers urban areas and IDPs, and far less goes to rural and nomadic areas where around 50% of the population reside. The project is designed to complement the humanitarian assistance as a means of the 2019 drought response. Humanitarian agencies focus on districts classified as integrated phase classification (IPC) levels 3 and 4, i.e. communities with the emergency and crisis levels of risk of famine. At the same time, districts classified as IPC2, which cannot fully meet livelihood protection needs and are at risk of falling to level 3 and 4, if not protected, are excluded from humanitarian assistance.

The SNHCP is expected to target 200,000 poor and vulnerable households (approximately 1.2 million individuals) in the six states of Somalia and provide them with nutrition-linked cash transfer. Targeting of beneficiaries will be conducted in three stages: (1) selection of districts, (2) selection of communities in the targeted districts, (3) community-based participatory targeting (CBPT) of households in selected communities based on the household eligibility criteria. Further details on the targeting methodology for Component 1 is presented below.

Selection of districts.

A total of 21 districts have been selected for the project. Selected districts meet the following selection criteria: predominantly rural districts with high distress rating, taking into account vulnerability in terms of malnutrition, and past impact and/or risk of drought. Poverty rates have not been considered in the distress rating given that the number of poor people per district seem to be heavily contested.

Initially, the project is targeting three districts per FMS, as well as three districts of high distress index and located in disputed territories. To select the potential SNHCP districts, a three-step procedure is followed: (a) identify districts with higher distress ratings (based on a distress index) within each state and (b) adjust the selection based on security and access, (c) review from a conflict-sensitivity and clan dynamics perspectives.

The districts are ranked according to a distress rating, which is an index that considers the proportion of rural population in the district's total population, district's projected IPC rating (number of times the district was given a crisis or emergency IPC rating since December 2012), and incidence of SAM and MAM in the population of children under five years. Please refer to the Project Operations Manual (POM) for more detail.

Selection of communities.

A threshold of maximum beneficiaries per district has been calculated, based on the proportion of the population estimated to be hosted in the said district. Even with a limited set of districts, not all communities will be covered due to the limited budget. Within the identified districts, two main factors are used to pre-select potential communities. The first one is the presence and availability of nutrition services and partners by both WFP and UNICEF; the second is the presence of WFP partners able and accustomed to performing cash-based transfers on behalf of WFP.

As data on village level vulnerability and accurate population data is not available, the roll out to communities within the selected districts will be done based on proximity to the nutrition centers and services, focusing on communities that can be reached by WFP implementing partners. The roll out will be gradual, from communities closest to communities furthest from the health centers, until the maximum number of households per district is reached.

Selection of beneficiary households.

The community-based participatory targeting (CBPT) methodology will be used to select beneficiary households in the target communities. Through this approach, WFP's cooperating partners (CPs) will organize community committees comprised of representatives from the different groups, including village authorities, elders, women, men, disabled, and minority groups, in order to consult the community itself, through an open and transparent process, on the beneficiaries that meet the vulnerability criteria and are eligible to be selected as beneficiaries of the SNHCP. The main selection criterion is primarily that families need to have children under 5. Besides, additional suggested targeting parameters include: enrolment of a household member in nutrition treatment programme over the past 6 months; high dependency ratio to sole bread winner – more than 6 people-; child headed household; lack of a breadwinner; female headed household[1], disabled dependent; livelihood assets disproportionate to generating income for the household[2]. These are some of the identified factors generally associated with vulnerability in Somalia and will be indicated as broad parameters to communities for the selection. This logic of selection will be explained to the community so that they understand that resources are channeled to the neediest amongst them. However, this list of criteria is not prescriptive, and, should the Community Based Targeting exercises reveal that other vulnerability factors are also relevant in a given community, they will also be taken into consideration for prioritization.

e) **Purpose of the SEP**

The Stakeholder Engagement Plan seeks to define a structured, purposeful and culturally appropriate approach to consultation and disclosure. The Federal Government of Somalia recognises the diverse and varied interests and expectations of project stakeholders and seeks to develop an approach for reaching each of the stakeholders in the different capacities at which they interface with the project. The aim is to create an atmosphere of understanding that actively involves project-affected people and other stakeholders leading to improved decision making.

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[1] Women divorced, separated, absentee husband.
[2] Livelihood assets collectively don't generate income to meet the Minimum Expenditure Basket (MEB)- *Food* for the household.

Overall, this SEP will serve the following purposes:

    i.   stakeholder identification and analysis;

   ii.   planning engagement modalities through effective communication, consultations and disclosure;

  iii.   enabling platforms for influencing decisions;

  iv.   define roles and responsibilities for the implementation of the SEP, inclusive of the Community Engagement Plan (CEP);

   v.   define reporting and monitoring measures to ensure the effectiveness of the SEP/ CEP and periodical reviews of the SEP/ CEP based on findings.

  vi.   defining role and responsibilities of different actors in implementing the Plan; and

 vii.   elaborating the role of grievance redress mechanism (GRM).

BRIEF SUMMARY OF PREVIOUS STAKEHOLDER ENGAGEMENT ACTIVITIES

Key institutional stakeholder meetings and consultations

Engagements and consultation on the project design and the planned activities and implementation arrangements have been done with key institutional stakeholders including the relevant Government agencies, development partners and the implementing agencies (WFP and UNICEF). Engagements and consultations have been held with key stakeholders identified as presented below;

Stakeholder	Date	Participants	Key points raised
Ministry of Finance	May 2019	• H.E Adirahman Duale Beileh (Minister)	• Strengthening of social protection & its role in human capital accumulation • Planned activities, implementation arrangements
Ministry of Labour & Social Affairs (MoLSA)	May 2019	• H.E Sadik Hersi Warfa (Minister) • Fardosa Ahmed Abdullahi (Senior Policy Advisor/ National SP Coordinator) • Abullahi Jibril Ali, Interim Procurement Specialist	• Existing systems and structures for social protection • Strengthening of social protection & its role in human capital accumulation • Planned activities, implementation arrangements • Targeting and enrollment processes • MoLSA capacity building and the PIU structure

Ministry of Planning and Economic Development	June 2019	• H.E Gamal Hassan	• Strengthening of social protection & its role in human capital accumulation • Planned activities, implementation arrangements • Sustainability of the CTs program
United Nations World Food Programme (WFP)	May 2019	• Deputy Country Director • Ilara Dettori, Regional Program Advisor • Delphine Dechaux, Head of Programmes for WFP • Sara Karimbhoy, Emergency Manager • Tsedeye Girma, Emergency Specialist, NY.	• Existing systems and structures for social protection • Strengthening of social protection & its role in human capital accumulation • On-going WFP support and how this project can leverage on existing programs/expertise/sys tems • Technical design, planned activities, & implementation arrangements • Targeting and enrollment processes & beneficiary databases • Payment systems • Grievance Redress Mechanisms • Existing institutional systems and capacities at WFP, including for financial management, procurement, and safeguards
United Nations Children's Fund (UNICEF)	May 2019	• Jesper Moller, Deputy Representative • Jose Maria Bendito Prieto, Chief Social Protection, Equity & Gender • Peta Barns, Emergency Logistics Manager • Rachael Wamoto, Cash Officer.	• Existing systems and structures for social protection • On-going policy dialogue and governance arrangement support by UNICEF & how this project can leverage on existing programs/expertise/sys tems

			• Strengthening of social protection & its role in human capital accumulation • Technical design, planned activities, & implementation arrangements • Targeting and enrollment processes • Grievance Redress Mechanisms • Existing institutional systems and capacities at UNICEF, including for financial management, procurement, and safeguards
United Nations Food and Agricultural Organization (FAO)		• Etienne Peterschmitt, Deputy Representative • Johanna Erhardt, Head of Strategy Resource Mobilization • Simone Alzari, Head of IM Unit • Hiba Abou Swaid, Cash Expert • Ezana Kassa, Emergency Coordinator	• Strengthening of social protection & its role in human capital accumulation • Technical design, planned activities, & implementation arrangements
Development Partners	June 2019	European Union • Johan Heffinck, Head of Office, EC Somalia ECHO: • Quentin Le-Gallo, Technical Assistant Somalia/ Regional Drought Coordination, • Sapenzie Ojiambo • Hjordis Ogendo, EEAS DFID USAID Australia Italy Sweden Switzerland	• Technical design, planned activities, & implementation arrangements • On-going support by donors & coordination/collaboration with this project to leverage on existing programs / expertise / systems • Strengthening of social protection & its role in human capital accumulation
United Nations	March 2021		• Increasing the payment delivery timelines of

World Food Programme (WFP)		• World Bank Social Protection team • MoLSA PIU	the project for the existing 200,000 households with the additional financing through the systems and modalities under the parent project. • Grievance Redress Mechanisms

The emergency nature of the project and challenges related to access due to security and remoteness combine significant challenges in the effective consultation of the beneficiary communities and affected parties. With the engagement of WFP who have significant experience and well-established systems and procedures for component 1, the project attains a good understanding of the different sub-categories within the stakeholder groups and build on these engagements for effective stakeholder techniques.

The SEP is being updated based on WFPs additional engagement with the beneficiary communities, focusing on the vulnerable and minority groups within the communities (widows, single mothers and the disabled) with inclusion of a detailed Community Engagement Plan (CEP). The CEP guides the engagement with key stakeholders before cash transfers commence. Concerns arising from project implementation activities will be documented and if these have not already been captured in the Social Management Plan (SMP) then it will be revised to reflect community concerns in relation to the project.

2. STAKEHOLDER IDENTIFICATION, MAPPING AND ANALYSIS

Stakeholder Mapping and Analysis

Stakeholder engagement is the interaction with, and influence of project stakeholders to the overall benefit of the project and its advocates. ESS 10 recognizes two broad categories of stakeholders; those likely to be affected by the project because of actual impacts or potential risks to their physical environment, health, security, cultural practices, well-being, or livelihoods (project affected parties) and other interested parties.

The project proponents, MoLSA and all the other implementing agencies will roll-out effective stakeholder engagements to obtain social license to operate, build mutual trust and foster transparent communication with both the project beneficiaries and other stakeholders. Full impact and risk assessment on stakeholders has been conducted as necessary and this SEP is updated accordingly.

i. Project Affected Parties

Effective engagements with the project affected communities will be conducted by the implementing agencies. However, engagements with WFP who have implemented similar interventions in Somalia before helped profile the community level stakeholders and the potential issues of concern for each.

Stakeholder	Description	Potential issues of concern

Women beneficiaries	Mothers or female caregiver of the children under 5 that reside in target areas. Direct recipients of the transfer	• Capture of cash by spouses, family, community leaders or armed groups • Gender Based Violence- The exchange of sexual favors for registration or transfer of funds • Intimate partner violence- the spousal abuse due to a shift in household dynamics • Sustainability of the CT and risk of dependency to the CT • Access to pay points and the associated risks of gender based and other violence • Elite and clan capture
Women Non-beneficiaries	Mothers or female caregiver of the children under 5 that reside in target areas. Not selected to benefit from the cash transfers	• Exclusion from project benefits in the face of widespread need • Increased purchasing power from CT beneficiaries that destabilize local market dynamics • Inward migration as the project only operated in one district per region in Somalia there remains a possibility, that people from neighboring districts will seek to migrate to the project areas to benefit from the project
Alternate caregivers	Spouses, family, community leaders nominated to collect cash on behalf of the women beneficiaries	• Access to pay points and the associated risks of gender based and other violence • Tension within households from disagreements on use of cash by intended recipients • Sustainability of the CT and risk of dependency to the CT • Delivery points cash transfers may be targeted by opportunistic armed actors including Al-Shabaab. • Inward migration as the project only operated in one district per region in Somalia there remains a possibility, that people from neighboring districts will seek to migrate to the project areas to benefit from the project

Beneficiary household	Household members of a household selected for the cash transfer	• Sustainability of the CT and risk of dependency to the CT • Tension within households from disagreements on use of cash by intended recipients • Capture of cash by spouses, family, community leaders or armed groups • Inward migration as the project only operated in one district per region in Somalia there remains a possibility, that people from neighboring districts will seek to migrate to the project areas to benefit from the project
Non-beneficiary communities	Communities that do not meet the criteria for selection and therefore does not benefit from the CT	• Exclusion from project benefits in the face of widespread need • Increased purchasing power from CT beneficiaries that destabilize local market dynamics • Drought and by extension the CT may exacerbate competition for scarce resources and trigger interclan conflicts • Delivery points cash transfers may be targeted by opportunistic armed actors including Al-Shabaab.
Vulnerable Members of the community (widows, disabled, single women) including minorities	Community members that may meet the project target criteria and are comparatively unable to anticipate, cope with, resist and recover from the impacts of disasters such as droughts and wars	• Sustainability of the CT and risk of dependency to the CT • Drought and by extension the CT may exacerbate competition for scarce resources and trigger interclan conflicts • Delivery points cash transfers may be targeted by opportunistic armed actors including Al-Shabaab. • Capture of cash by spouses, family, community leaders or armed groups • Elite and clan capture

ii. Other Interested Parties

Stakeholder	Description	Potential issues of concern
Community leaders	Elected leaders, clan elders, religious leaders and opinion leaders from targeted communities	• Sustainability of the CT and risk of dependency to the CT • Delivery points cash transfers may be targeted by opportunistic armed actors including Al-Shabaab. • Inward migration as the project only operated in one district per region in Somalia there remains a possibility, that people from neighboring districts will seek to migrate to the project areas to benefit from the project • Security of project workers-as the project targets rural areas with comparatively prevalent poverty and protracted conflict making implementation, monitoring and supervision a key challenge
Government officials and Local Administration	Officials from administrative structures responsible target beneficiary communities and non-beneficiary communities	• Availability of robust systems to take over Social protection programmes at the end of the project • Sustainability of the CT and risk of dependency to the CT • Conflict and insecurity that can impede the delivery of the CT • Delivery points cash transfers may be targeted by opportunistic armed actors including Al-Shabaab. • Security and remoteness of the operations combine to provide a significant challenge for monitoring and supervising project implementation • Inward migration as the project only operated in one district per region in Somalia there remains a possibility, that people from neighboring

		districts will seek to migrate to the project areas to benefit from the project
		• Security of project workers- as the project targets rural areas with comparatively prevalent poverty and protracted conflict making implementation, monitoring and supervision a key challenge
WFP	UN agency with established systems and ground presence tasked with the delivery of Component 1	• Conflict and insecurity that can impede the delivery of the CT
		• Delivery points cash transfers may be targeted by opportunistic armed actors including Al-Shabaab.
		• Security and remoteness of the operations combine to provide a significant challenge for monitoring and supervising project implementation
		• Inward migration as the project only operated in one district per region in Somalia there remains a possibility, that people from neighboring districts will seek to migrate to the project areas to benefit from the project
		• Security of project workers- as the project targets rural areas with comparatively prevalent poverty and protracted conflict making implementation, monitoring and supervision a key challenge
UNICEF	UN agency with established systems and ground presence tasked with the delivery of Component 2	• Conflict and insecurity that can impede the delivery of Component 2 activities
		• Security of project workers- as the project targets rural areas with comparatively prevalent poverty and protracted conflict making implementation, monitoring

		and supervision a key challenge
WFP Contracted NGOs	Non-Governmental organizations and Community Based organization with a local presence and knowledge tasked with conducting project awareness, communication and engagements including community-based targeting	• Conflict and insecurity that can impede the delivery of the CT • Delivery points cash transfers may be targeted by opportunistic armed actors including Al-Shabaab. • Inward migration as the project only operated in one district per region in Somalia there remains a possibility, that people from neighboring districts will seek to migrate to the project areas to benefit from the project • Security of project workers- as the project targets rural areas with comparatively prevalent poverty and protracted conflict making implementation, monitoring and supervision a key challenge
Male Community members	Male members of the community ranging from spouses of women beneficiaries to other male members of the non-beneficiary community	• Sustainability of the CT and risk of dependency to the CT • Access to pay points and the associated risks of gender based and other violence • Tension within households from disagreements on use of cash by intended recipients • Change in family dynamics when male view CTs as disempowering them hence a shift in power balance • Inward migration as the project only operated in one district per region in Somalia there remains a possibility, that people from neighboring districts will seek to migrate to the project areas to benefit from the project

3. STAKEHOLDER ENGAGEMENT PLAN

Regular stakeholder engagement activities

Project activities are being implemented countrywide with a focus on rural areas that are traditionally hard to serve but with relatively better security and accessibility. The project targets women and children at risk of malnutrition and food insecurity. As the project will adopt the available systems and capacities with WFP and UNICEF for component 1 and 2 respectively, adequate engagements have been put in place for effective mapping and coordination of activities.

Under component 1, WFP will engage with the various stakeholders including the CPs, district and state-level authorities, beneficiary communities and their selection committees etc. to inform them about the additional financing and extended timelines of the project's payment delivery. To attain the Safety Net's longer-term social capital development objectives, all 200,000 households targeted under the parent project will continue to participate in the program and receive assistance over the duration of the additional financing.

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Regional States

WFP NGOs

Project-affected parties
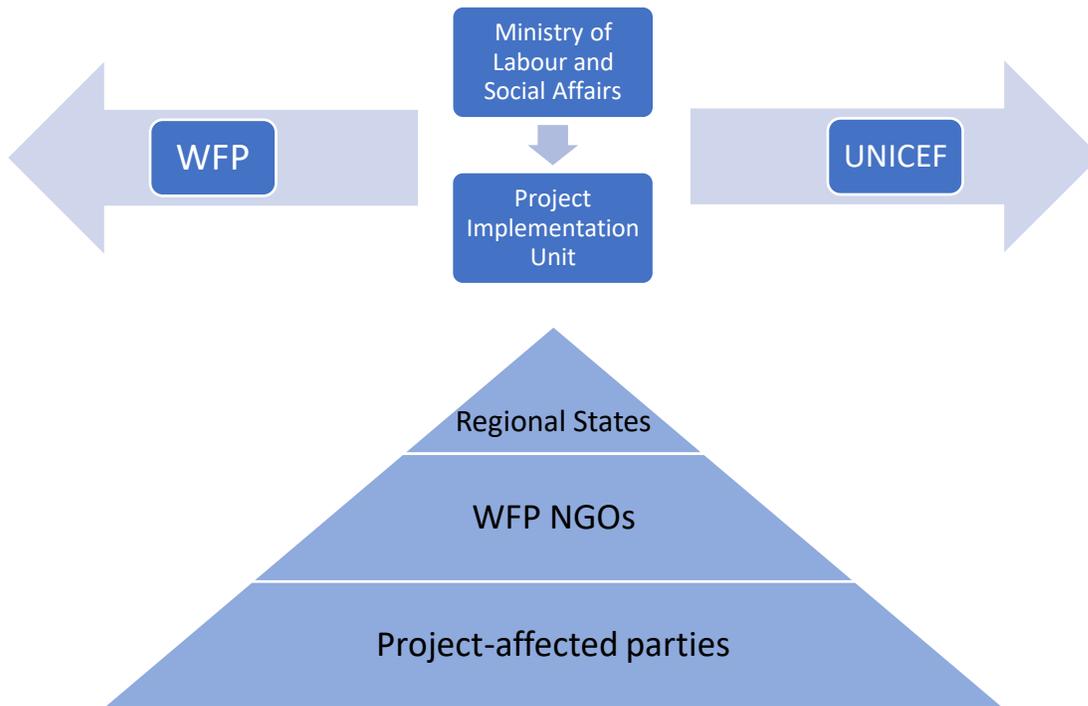
Schematic visualization of stakeholder engagement process.

Activities on the horizontal level are assumed to improve awareness and coordination of efforts in the social protection system in Somalia. The vertical stream implies the application of cascading mode which will allow the project to establish communication with project-affected parties. Furthermore, the cascading approach will be applicable for capacity building at each project engagement level. Stakeholder engagement activities need to provide specific stakeholder groups with relevant information and opportunities to voice their views regarding project activities.

Details of the stakeholder engagement activities, channels and methods of engagement as well as the responsibilities are included in the table below.

Regular Stakeholder engagement activitie*s*

Stakeholder	With whom	Channels of Engagement	Frequency	Engagement methods	Purpose
Ministry of Labour & Social Affairs (MoLSA)	WFP and UNICEF	Official internal and external communications Written requests via official letters and emails	Monthly	Project progress, budget and financing.	Sharing of information, reviews, clearance and seeking support.
	Project beneficiaries and communities including PAPs and other vulnerable populations such as orphans and IDPs.	Stakeholder awareness and consultations campaigns	Monthly	Public/community meetings, seminars, face-to-face meetings with all project stakeholders.	To keep informed about the project achievements and challenges To receive input from stakeholders and feedback loops to stakeholders Disclosure of project benefits, list of beneficiaries, documents and GRM process
WFP and UNICEF	All stakeholders	Stakeholder awareness and consultations campaigns, Meetings,	monthly, Bi-annually	Public/community meetings, seminars, Virtual meetings (face-to-face, where possible) meetings with all project stakeholders.	To keep informed about the project achievements. Sharing information on the implementation and duration of the additional financing.

					Disclosure of project benefits, list of beneficiaries, documents and GRM process
	Federal and Regional Governments	Operational meetings	Monthly	Monitoring reports, Virtual (face-to-face, where possible) meetings with regional employment departments.	To implement the project components.
	Project beneficiaries and communities	SCOPE GRM, through contracted NGOs, Community Selection Committees (CSCs)	Monthly	SCOPE hotline, telephone, social media, posters, leaflets, project cards, hand-outs, Radio (if and when needed)	To ensure beneficiaries are informed about the project level GRM. Disclosure of project benefits, list of beneficiaries, documents and GRM process
WFP Contracted NGOs	WFP and NGOs	Operational meetings	Bi-monthly	Monitoring reports, Face-to-face meetings with ESCs and PAPs.	To implement the project components.
	All stakeholders including PAPs and other vulnerable populations such as orphans and IDPs.	PAPs consultations and outreach campaigns	Monthly	Public/community meetings, seminars, face-to-face meetings with PAPs.	To increase awareness, provide consultations and collect feedback. Disclosure of project benefits, list of beneficiaries, documents and GRM process
	Project beneficiaries	PAPs consultations and outreach campaigns	Monthly	Face-to-face meetings with clan elders, PAPs. Leaflets, Posters, brochures, hand-outs.	To increase awareness and provide consultations.

				Disclosure of project benefits, list of beneficiaries, documents and GRM process

Community Engagement Plan (CEP)

The Community engagement will facilitate the identification of key issues affecting communities and tailor programme responses to local contexts. Engaging with communities will provide sound investment in better decision making by ensuring that all decisions are informed by the needs and aspirations of the communities and help to build trust and strengthen local capacity. To do this effectively the engagement process at the community level will involve the establishment of a selection committee whose mandate will be two-fold; to consult communities on the current identified risks and brief communities on the project and to conduct community-based participatory targeting (CBPT). Engagement will also strengthen community connectedness by providing opportunities for all stakeholders to get involved and have their say on matters which are important to them.

Objective of the Community Engagement Plan

This plan has been developed to guide the Government, WFP and its Cooperating partners in engaging with the targeted communities and stakeholders under the SNHC project. The plan will help to facilitate effective interactions with targeted communities and stakeholders, enhance co-ordination and planning with all the relevant community agents, and establish a strong foundation for the successful implementation of the project. This document also refers to the consultative process of beneficiary identification as part of the community consultation plan.

    i. The objective of the CEP is to establish a systematic approach to community engagement that will help implementing partners (WFP and its Cooperating Partners) identify key stakeholders in order to build and maintain a sustainable relationship with them and the affected populations.

    ii. To assess the level of stakeholder capacity, interest and support for the project and to incorporate their views on social risks, the selection process, criteria and complaints mechanisms.

    iii. To provide a sustainable means for effective and inclusive engagement with all stakeholders throughout the project cycle on matters that affect them.

    iv. To ensure that relevant project information is made publicly accessible to all stakeholders in a timely and appropriate manner using easy to access format.

Stakeholder Identification

Critical to the development of a community engagement plan is the identification and analysis of the relevant stakeholders for the project. These are the people or parties that stand to directly benefit from the project, those that will be affected by the project implementation and outcomes and those with various other interests in the project.

The key stakeholders under this project are the women and children (and other vulnerable groups) that have been targeted for assistance, and their households as they stand to directly benefit from the project. Other groups that are likely to be affected by the project or have interest in the project include local community leaders, district and state authorities, vendors (retailers and mobile money operators), WFP's local partners, and the Federal Government.

At the onset of the project, consultations were held between the Federal Government, World Bank and WFP regarding the design, implementation and key outcomes of the SNHC project. These consultations will be continuous throughout the project cycle as part of the implementation, monitoring and reporting framework of the project. The stakeholders targeted for the community consultations detailed in this plan do not therefore include this ongoing engagement with the Federal Government.

Key stakeholders for community consultations.

i)   Regional/State authorities (Ministry of Finance, Ministry of Labour & Social Affairs (MoLSA), Ministry of Planning and Economic Development)
ii)   Local (district level) authorities
iii) Community leaders (including religious leaders)
iv)   Civil society organizations (NGOs)
v)   Women
vi)   Alternative care givers
vii) Men
viii) Youth.
ix)   Vulnerable Members of the community (widows, disabled, single women, elderly, IDPs – if present) including minorities
x)   Minority clans
xi)   Relevant community-based organizations e.g. Gender-Based Violence (GBV) service providers

While these are the identified stakeholder groups, it is possible that new stakeholders and/or vulnerable will be identified during the community consultations. Internally displaced persons are more likely to be found in urban centres where access to labour opportunities and humanitarian assistance may be higher. As such, IDPs are not specifically targeted as stakeholders in the plan as the targeted locations are rural. However, any IDPs that may be found in the communities targeted under the project will be included in the consultations.

Another group of key collaborators and facilitators in implementing the project are the Counterparts and financial service providers who will provide support services to reach the target stakeholders. These stakeholders are outside the scope of the consultation processes listed in this document.

Principles and Processes for Community Engagement

WFP's engagement and long-standing presence with communities has been established over a period through well qualified staff and carefully vetted Cooperating Partners. Tested methods and practices (listed below) will guide WFP's approach to effective community engagement.

Sincere, respectful and meaningful: WFP communicates with the people it assists through its partners in Somalia. These have been trained to listen, acknowledge and clarify on issues that are brought up by beneficiaries. The partners are aware of their facilitative role in the community engagement process and understand the need to refrain from sharing their opinion as this may hinder or skew the inputs provided by the community.

WFP partners and staff will share information on the project in a respectful, transparent/non-discriminatory and open manner and communicate with all the stakeholders through clear and culturally appropriate language. Project-related information to be shared will include:

i) The purpose, nature and scale of the project;

ii) The duration of proposed project activities

iii) Potential risks and impacts of the project on local communities, and the proposals for mitigating these, highlighting potential risks and impacts that might disproportionately affect vulnerable and disadvantaged groups and describing the differentiated measures taken to avoid and minimize these;

iv) The proposed stakeholder engagement process highlighting the ways in which stakeholders can participate;

v) The time and venue of any proposed public consultation meetings, and the process by which meetings will be notified, summarized, and reported; and

vi) The process and means by which grievances can be raised and will be addressed.

Timeliness and accessibility: While community engagement is a continuous process throughout the process cycle, this initial interaction is planned at the onset of the project to ensure community participation and buy-in at the earliest opportunity. Based on its experience and the local knowledge of its partners, WFP will ensure that consultation meetings are held at appropriate times of the day and month and that the chosen venues are convenient to the various segments of the community with reference to local customs, age, gender and productive activities in each location. Arrangements will be made to support the participation of both men and women as well as other vulnerable groups by providing safe spaces for these groups to provide feedback (e.g. women-only focus discussion groups). Based on the agreed timelines for the consultations at each location, WFP's partners, will contact all the relevant community leaders beforehand, informing them of the upcoming meetings and the need for every community member's participation. The Cooperating Partner staff will then work with the leaders to facilitate and mobilise the community members to attend and participate in the planned gatherings.

Complaints and feedback mechanism: WFP has a well-established complaints and feedback mechanism (CFM) that will be able to handle complaints and feedback from all stakeholders involved in the process. The CFM not only aims at strengthening accountability to communities but also to identify a range of protection, fraud and diversion issues as well as other concerns related to delivery of WFP assistance. Complaints can be made through the well-established Somalia-based toll-free hotline, directly (face to face) to WFP monitoring staff and cooperating partner staff at programme implementation sites, through telephone calls and email or short messaging to WFP offices, and through local authorities and local leaders. Information on WFP's hotline numbers will be available through posters at cash distributions points and will be printed on the project SCOPE cards. WFP partners will share with all stakeholders, information on the available channels for receiving feedback from the community throughout the project duration, how to use the system, and types of issues that could be raised. The community will be assured of seriousness with which reports on of sexual exploitation and abuse (SEA), fraud and gender-based violence will be received and handled and the safeguards in place to protect the privacy and dignity of affected persons. The project deliverables, implementation modality, potential environmental and social risks and expected code of conduct for all stakeholders will also be discussed so that the community is aware of the expected standards and can participate in the monitoring and reporting activities of the project.

Ethical considerations: Mindful of the principle of 'do no harm', the partners will conduct the consultations in a manner that protects the safety, wellbeing and dignity of the participants. WFP partners will promote voluntary participation of community members, seek consent for participation in focus discussions and maintain confidentiality of information shared. Inquiring about what safety problems people are exposed to is a potentially sensitive topic. Individuals may have been psychologically traumatized by having their safety compromised and insensitivity when talking about these issues on the part of the monitor can add to psychological suffering. In addition, people may also be reluctant to discuss their safety concerns for fear of reprisals or embarrassment. Consequently, community members will not be pressed for more information than they are willing to provide. WFP partners will not proactively identify or seek out GBV survivors but will provide a listening ear, free of judgment, and provide accurate, up-to-date information on available services in case a community member speaks up. Partners will be required to carry contact details for trusted protection actors in the area for referral if needed. Information about the survivors or their experience will not be shared with any party without the explicit and informed consent of the survivor. WFP partners will not attempt to investigate protection-related incidents relayed to them or interview people involved in the incident beyond the questions in the discussion/interview guide.

Community Engagement steps.

WFP and its partners have built a wealth of experience over the years through robust engagement processes with different actors/stakeholders in Somalia in the entire project cycle. The following steps are followed to ensure that all stakeholders are informed, listened to, concerns responded to and that they are participating on matters that affect them and the community as a whole.

1. **Preparation stage**

Engagement of Co-operating Partners for project implementation: WFP will contract local Cooperating Partners to implement the project on the ground. As it is expected that WFP Cooperating Partners will undertake community consultation, a thorough vetting process is followed to ensure that the partners have enough capacity and are in good standing with the local communities. After a call for proposals, WFP will meet the successful partners and discuss in detail the requirements for the implementation of this project the agreed upon procedures and standards. The discussions will include project design, the target populations, the selection criteria and proposed selection process, payment modalities, complaints mechanisms, communication and exit strategy. Others will include cross-cutting issues namely, gender equality, gender-based violence and locally available referral pathways and support, protection principles and Accountability to Affected Populations commitments, disability and elderly inclusion standards, sexual exploitation and abuse (Secretary General's Bulletin 2003). Key areas of the project that require capacity strengthening for the partners will also be addressed.

Development of community engagement plan and discussion guide: Before the onset of any engagement with the target communities, it is essential for the Area Office to guide the Cooperating Partner to develop a plan that outlines the approach and key steps to be undertaken in the consultation process, including identification and analysis of key stakeholders and a list of topics or areas for discussions. This document represents the community engagement plan for this project. Based on WFP experience in aiding and working with rural communities throughout Somalia, Federal Government

and WFP has identified the critical stakeholders for this project. These include but are not limited to State government officials, local authorities, local leaders, both elected and traditional, religious leaders, leaders of various interest groups like the youth and women, persons with disability and traders in some instances. A selection committee established to share project information and Community-based-participatory targeting is usually composed of a representative of all stakeholders. Following this identification, a discussion guide containing the topics and issues to be discussed with each stakeholder group was developed (See Annex 4).

Develop communication guidelines: Community consultations under Component 1 of the project will be carried out by Local government, WFP Cooperating Partners and Area Offices. A communication guide will therefore be developed to ensure that the right information is passed on and sought from the right stakeholders, at the right time and through the most appropriate mode of delivery. The communication plan will therefore include a concise description of what information will be shared (project design and implementation, beneficiary selection criteria, existing feedback mechanism, etc.), how, where and when it will be shared (timelines, location, mode of delivery), and the groups or stakeholders that should receive the specified information and provide feedback. The communication guidelines will also include a template for collecting, recording and responding to community complaints and feedback, and ethical guidelines and collecting information on GBV and referral pathways for reports of GBV received during consultations, and a list of GBV service providers available in or closest to the area.

Feedback and Complaints Mechanism (CFM): When engaging with communities, it is important to provide an avenue for community members to raise issues and lodge complaints regarding the design, implementation and outcomes/impact of the project in a transparent, convenient, safe and dignified way. WFP and its Cooperating Partners already use a variety of mechanisms to receive feedback and complaints. These includes a toll-free WFP hotline, face to face communication with WFP and cooperating partner staff, telephone calls and email or short messaging to WFP offices and complaints through local authorities and local leaders. The details of the CFM- when to complain, how to complain and how long it will take for complaints to be processed and addressed, etc.,   will be among the key components of the information to be passed on to the community and all relevant stakeholders.

2. Consultations

State, district and local authority consultations: WFP recognizes the critical support provided by the government to partner with WFP and guide policy at all levels of governance. To proceed with community consultations Federal government will have introduced the project and WFPs role in implementing the Component 1 to all key officials as well as the project design and implementation plan, funding commitments, geographical targeting, targeted population, and the selection criteria, among other relevant topics. This lays down a smooth road for WFP to engage in the next level of consultations.

Community leaders' consultations: Community leaders possess a wealth of knowledge about the community and in many instances have a monopoly of knowledge and decision power. In addition to the discussions on general project information and potential social protection and environmental risks, gender equality and other cross-cutting issues. The community leaders will be consulted on the validation of vulnerability criteria, formation an all-inclusive selection committee for the identification of most vulnerable household at the village level.

Focus Group discussions with different segments of the community: Local government and WFP Cooperating Partners will hold separate discussions with different groups of people in the community to ensure that the unique needs and voices of the key segments of the population in the targeted communities, especially the most vulnerable, are heard and considered.

Groups targeted for focus group discussions include women (potential beneficiaries and non-beneficiaries, men, minority clans, and any other key groups identified during the consultations such as local women organizations and advocacy groups. All Cooperating partners involved in community consultations will be provided with a list of referral agencies, specialized in providing support to GBV/ SEA survivors or victims who may choose to do, or the group discussion should trigger any sensitivity to these issues. (Please refer to Annex 6 as well as the Social Management Plan, inclusive of Gender Management Plan). These group discussions will specifically focus on the existing and potential social protection risks associated with the project. The Cooperating partners are expected to collect information on new risks or concerns that may have not been identified at project design. Share more detailed information regarding the project including, duration, geographic coverage, target populations, the proposed criteria of selection and who will be involved. Each group will nominate a representative for the selection committee mandated to lead the selection process. Cooperating partners will appropriately receive, record and refer any reports of GBV or SEA that come up during the consultations to the right protection actors or service providers.

Public information dissemination and selection of households meeting: The selection committee in collaboration with the key structures at the local level, will mobilize public meetings at the village level. The committee will share information on general project information, including targeting criteria, target group and entitlements, project modalities and the feedback and complaints mechanism, expected code of conduct for all stakeholders, and mitigation measures for the risks identified and validated in the group discussions. Members of the community can also ask questions, seek clarification or voice concerns at this forum. These meetings will be held publicly on a well-publicized date to ensure representation and participation.

The selection committee will sensitize the community on criteria of selection and ranking of these households, accordingly:

- The main selection criterion is primarily that families need to have children under 5.
    - Give priority to households with:
        - enroll household members in nutrition treatment programme over the past 6 months;
        - High dependency ratio to sole bread winner – with more than 6 members;
        - Child headed household;
        - lack of a breadwinner;

- female headed household[3];
- Disable member of the household;
- livelihood assets disproportionate to generating income for the household[4];

These are some of the identified factors generally associated with vulnerability in Somalia and will be indicated as broad parameters to communities for the selection. Households that meet the above set criteria will be nominated through the guidance of the committee. A list will be generated indication names of the households including their contacts for future verification.

3. Verification and validation of list of proposed beneficiaries.:

Verification of the list of selected beneficiaries: Following the completion of the selection process, the list will be read out and communities given an opportunity to provide feedback. A one-week window period is provided for the communities to provide feedback or raise concerns. Complaints or feedback can be made to WFP through the Complaints Feedback Mechanisms channels including hotline numbers shared with the community on earlier steps.

Public verification: The publicly verified and validated names of the beneficiaries written on a piece of paper is then signed by selection committee members and submitted to the Cooperating partners. The Cooperating partners then scans a copy of the list and forwards to WFP. The Cooperating partners will then enter the validated list in a prescribed excel sheet and share with WFP including a letter from local government indicating that they were part of selection process and they are satisfied with the process. In addition, a detailed narrative report on selection process along with photographs will be shared by the Cooperating partners.

Verification of the final list of beneficiaries: As part of its monitoring process, WFP will carry out further verification by randomly selecting and calling beneficiaries from the list using contacts provided. During the call, the individuals will be asked whether they were consulted during the selection process and if they were satisfied with the process in terms of transparency and fairness. The selected beneficiaries are also asked if they know and where and how to complain or provide feedback.

Validation of the list of beneficiaries: Unless there are serious breach of the criteria of fraud, minor adjustments are done. The list is considered validated and submitted to the Cooperating partners for registration/enrolment process in SCOPE.

4. **Implementation and monitoring:** After SCOPE registration the cash transfer will begin with payments done after every 3 months. The Cooperating partners staff will be available to respond to any feedback or concerns that would be arising from the implementation process. The call centre staff will receive and record complaints from the communities and refer complaints to respective

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[3] Women divorced, separated, absentee husband.
[4] Livelihood assets collectively don't generate income to meet the Minimum Expenditure Basket (MEB*)- Food* for the household.

agencies and structures in the community to respond. Complaints will be analyzed all through the project period to identify trends to share with stakeholders including the FGS.

5. **Exit:** The initial timeframe of the project being a year will be informed to all stakeholders and beneficiaries. Any future extension of the project for WFP implementation and subsequent transfer of the project implementation to the government will be also shared with all stake holders. This will ensure a smooth and transparent exit of the project. For Cooperating Partners, the FLA clearly states the timeframe for cooperation. Those receiving assistance will be notified that the assistance was coming to an end and transition plans explained. Required communication will be spelt out in the communication strategy. Other activities may include; meetings with the stakeholders and communities to report on project achievements and learning.

4. IMPLEMENTATION ARRANGEMENTS FOR STAKEHOLDER ENGAGEMENT

Implementation Arrangements

The Ministry of Labour & Social Affairs (MoLSA) through the Project Implementation Unit (PIU) will shoulder full responsibility for engaging with the stakeholders with support from WFP and UNICEF for project activities in Component 1 and 2 respectively. To further entrench the systems and capacity building initiative intended in Component 3, a Social Development Specialist based within the PIU will be tasked with the coordination of the stakeholder engagement activities for the project. WFP and UNICEF has already established communication and engagement structures which the project will tap into.

The WFP contracted NGOs that will be tasked with targeting, registration and community engagements will have a community liaison officer tasked with the planning, implementing and reporting on community engagements.

Roles and Responsibilities

Actor/Stakeholder	Responsibilities
Ministry of Labour & Social Affairs (MoLSA)and Project Implementation Unit	• Planning and implementation of the SEP; • Leading stakeholder engagement activities; • Management and resolution of grievances; • Coordination/supervision of contractors on SEP activities; • Monitoring of and reporting on social performance of WFP and UNICEF
Regional States Governments	• Inform PIU of any issues related to their engagement with stakeholders; • Transmit and resolve complaints caused by the project interventions in close collaboration with and as directed by PIU and by participating in the community meetings;

Project-affected parties	• Invited to engage and ask questions about the Project at Project Meetings and through discussions with Community Liaison Officers where it is of interest or of relevance to them; • Lodge their grievances using the Grievance Resolution Mechanism defined in the SEP (Section VIII. Grievance Redress Mechanism); • Help the Project to define mitigation measures;
Other project stakeholders	• Engage with PIU regarding project design; • Raise concerns to help the project to be inclusive.

Stakeholder Engagement Methods to be used

i.   Communication materials

Written information will be disclosed to the public through the various of communication materials including brochures, flyers, posters, etc. Key project information such as the hotline number for grievances as well as project updates and reports on the project's performance both in Somali and English. Dedicated communication materials, specifically, WFP's hotline numbers is widely available through Posters and also printed on the backside of SCOPE cards.

ii.   Information Desks

Information Desks in each region and district will provide local residents and project beneficiaries with information on stakeholder engagement activities, project interventions, contact details of the focal points in the various NGOs working under WFP to implement the project. Brochures and fliers on various project related social and environmental issues will be made available at these information desks.

iii.   Training, workshops

Training on a variety of social issues will be provided to staff at MoLSA, PIU, and the WFP contracted NGOs and possibly relevant regional state government. Issues covered will include sensitization to project targeting and enrollment processes, risks related to inclusion and exclusion, clan and cultural dynamics, security and gender-based violence.

iv.   Grievance redress mechanism

To comply with ESS10, a project-specific grievance mechanism that is currently being used by WFP will be adopted the same grievances redressal mechanisms established under the parent project to handle complaints and grievances for the project. This mechanism will apply for grievances related to component 1; nutrition linked cash transfer. A separate GRM has been rolled out for project workers and will cover workers from WFP contracted NGOs, community and volunteer workers as well as payment merchants and their security.

Through WFP and UNICEF, the project will identify in advance community-level partners to provide GBV response services in project areas of influence. The project will also ensure grievance redress measures include mechanisms for safe and confidential reporting of cases of GBV, and partnership arrangements include measures to protect against incidence and to provide GBV services should cases of GBV/SEA arise during project implementation.

The project wide mechanism for Component 1 activities is detailed below

WFP Cash Transfer Complaints and Feedback Mechanism

To ensure that WFP can effectively reach key stakeholders and the most vulnerable members of the community, WFP has established a toll-free hot line to provide a direct channel for interface. In case issues with the selection process arise, people are be able to call the hotline and log in their complaint with WFP directly. The CFM not only aims at strengthening accountability to communities but also to identify a range of protection, fraud and diversion issues as well as other concerns related to delivery of WFP assistance. The toll-free hotline is managed by WFP through a call centre located in Somalia (Puntland), which is open from Sunday through Thursday from 8.30 am to 5 pm. The call centre hosts 14 WFP Somali national staff (Somali speakers) that can be reached through four different phones numbers from several operators i.e. Hormuud, Golis, SomTel and Nationlink. This allows accessibility by mobile phones from all over Somalia. The WFP Somalia hotline numbers are: Hormud: 0617 140164; Golis: 0907 053722; Telesom: 0633 228003; Somtel: 0627 795373. The entire country is covered by either of these mobile phone operating companies.

The information on WFP's hotline numbers is widely disseminated through posters that are displayed in the communities benefiting from the project. The hotline numbers are also printed on the backside of the SCOPE cards. Additionally, during community consultations, the grievance redressal system from logging of the complaints to their resolution is particularly highlighted by the cooperating partner NGOs. These measures have proven effective in familiarizing beneficiaries with the available channels for sharing feedback and registering grievances.

The Call Centre operators receive complaints through the CFM, whereby they are recorded and logeed in WFP's online case management system. All information related to a case is recorded in the online system, including: case description, complainant information (name, phone where the person can be called back, location, etc.), date, location, activity, CP. Operators classify the cases according to their risk level (high, medium, low and residual risk). Once a case/complaint is captured in the online case management software, it is referred to the relevant area office or technical unit for follow-up and action. Different risk levels have different process flows and time limits for action, with high risk cases (suspicion of fraud for instance having a shorter timeline for action). WFP's monitoring unit monitors case resolution closely, to ensure that cases are addressed within the defined timeframes. After an issue has been addressed, all information is updated and the case is reassigned back to the hotline operators for confirmation with the complainants. Cases can be closed in the system only after the complainant has confirmed the issue was actually solved

WFP also encourages its partners to have their own complaints and feedback mechanisms, particularly to handle minor on-site operational issues to allow for a smooth assistance process. It is in the interest of WFP and its beneficiaries that all issues are solved as quickly and thoroughly as possible, and sometimes the most effective way is to address issues directly at the site by the implementing partner.

Other mechanisms for complaints and grievance uptake include help desks manned by cooperating partners.

There exists a separate mechanism dedicated to reports of conflict of interest, abuse of power or harassment by WFP or WFP CP staff. Such cases are escalated through the Risk Management and Compliance officer. Reports of sexual exploitation and sexual harassment will be referred to WFP PSEA focal points and onward to WFP's investigation Office at Headquarters. Such sensitive cases, in line with the WFP's case management standard procedures, are treated with adherence to strict guidelines of beneficiary data protection and/or anonymity. The PIU will collate monthly grievance registers for monitoring and learning purposes and to inform areas of proactivity.

Grievance redress flow chart for cases of different risk levels

Contact to the Call Centre / Field monitoring report on a case

High risk

- Alleged case of corruption and fraud and case of harassment, abuse of power and conflict of interest
  - Assign to: M&E
    - Findings report: case of corruption, fraud, harassment, abuse of power or conflict of interest
    - Re-assign to: Risk Management & Compliance Officer
    - Approve closure: M&E (after referral)
- High negative impact on project implementation
  - Assign to: M&E
  - Forward for action: Head of AO
  - Take action
    - Findings report: Issue resolved
    - Approve closure: M&E
- Sexual harassment, sexual exploitation, GBV
  - Assign to: PSEA Focal Point
  - Re-assign to: relevant entity
  - Approve closure: M&E (after referral)

Medium risk

- Potential high negative impact on project implementation
  - Assign to: M&E
  - Forward for action: Head of AO
  - Take action
  - Findings report: Issue resolved
  - Approve closure: M&E
- Medium negative impact on project implementation
  - Assign to: Head of AO
  - Take action
  - Findings report: Issue resolved
  - Approve closure: Head of AO

Low risk

- Low negative impact on project implementation
  - Assign to: AO Head of programme
  - Take action
  - Findings report: Issue resolved
  - Approve closure: AO Head of programme
- High impact on beneficiary
  - Assign to: Head of AO
  - Take action
  - Findings report: Issue resolved
  - Approve closure: Head of AO

Other feedback (queries, questions)

- Take action
- Approve closure: CC operator/AO M&E Focal Point

Risk level		Take action	Interim progress report	Closure timeline
High	Alleged cases of fraud and corruption and cases of collusion, harassment, and conflict of interest or Cases with high negative impact on programme implementation or Cases of sexual harassment, sexual exploitation or GBV	Within 48 hours	Within 1 week	Within 1 month
Medium	Cases of possible high negative impact on programme implementation or Cases with medium impact on programme implementation	Within 48 hours	Within 2 weeks	Within 1 month
Low	Cases with high impact on beneficiary	Within 1 week	Within 2 weeks	Within 1 month
Low	Cases with low impact on programme implementation	Within 1 week	Within 2 weeks	Within 2 months

Important Note*: "Take action" and "interim progress report" refer to action/comments in the CRM online system. We currently do not report on those times.*

The above timelines are based on WFP's standard guidelines for redressal of complaints, based on the level or risk. However, for the purpose of reporting, the project will consider an average timeframe of one month for all categories of complaints.

As WFP's CFM/GRM system is well established and caters to all WFP programmes in the country, there is a higher level of awareness among wider communities on the mechanism for recording feedback and grievances. Secondly, since mobile phone subscription is very high in Somalia and the fact that the

coverage of hotline numbers extends to all major mobile network operators, no significant challenge has been reported by beneficiaries while accessing the hotlines. Additionally, due to prompt reporting and swift redressal procedures, the existing CFM/GRM has proven effective in timely redressal of complaints, especially those of a serious nature. While redressing such complaints, the learning is then applied across all projects and interventions to avert and mitigate risks.

Labour Grievance Redress Mechanism

Recently, MOLSA has established a Labour GRM call center and an Official Email which is intended to file grievances by all employees who are involved in the implementation of this project, in particular Cooperating Partners (CPs) staff, MNO staff, and PIU team to ensure that all grievance management handling process is performed in a transparency and accountable manner. For avoidance of doubt, all employees directly or indirectly involved in the project implementation have unrestricted access to the Grievance Redress Unit at the Ministry. This GRM is consistent with the requirements of the Somalia National Labour laws, Labour Management Procedure (LMP) of the World Bank's Environmental and Social Standards 2, and international best practice.

WFP contracted CPs and MNO employees may use their internal GRM, but that should not preclude them from referring the grievance to the GRM unit at the Ministry, if preferred and needed. The GRM under the Ministry shall investigate any grievances received objectively with a view to arriving at a just determination. Any employee, individual or service provider not satisfied with the decision of the GRM at the Ministry may resort to the National Judicial System for a resolution of the grievance

Direct and indirect contracted workers engaged by Cooperative Partners (CPs) and other Service Providers can raise labour related complaints and grievances with the GRM mechanism within MoLSA, which has been set up and is being equipped to handle complaints of this nature. GRM Secretariats and Officers domiciled within MoLSA are in place. Nevertheless, any grievances related to beneficiaries that MoLSA receive from beneficiaries will be referred to WFP CFM.

Measures are being put in place to ensure that the labour specific GRM:
a. Is easily accessible to all NGO and service provider workers by phone or walk in or through the project wide GRM. The project wide GRM will handle complaints from the beneficiaries and the wider community on project activities while any labor related complaints from project workers should be reffered to the Labor GRM established within MoLSA.
b. Is known to NGO and service provider workers
c. Contracts will also provide measures to protect them against reprisal for lodging a grievance
d. Addresses complaints promptly using a clear and transparent process that provides timely feedback in an appropriate language. Upon lodging a grievance, the system for its resolution will be provided to the complainant.
e. Will operate in an independent and objective manner.
f. Use of this GRM will not impede access to other judicial or administrative remedies that might are available under Somali law or through other existing arbitration procedures, and;
g. Doesn't substitute for grievance mechanisms provided through collective agreements

Process for Registration of Grievances

There would be a GRM log register where specific grievances, the progress of resolution of the grievance and the final outcome will be recorded. Acknowledgement of receipt of the grievance will be made within 5 working days and will include: outlining the grievance process; providing contact details of the contact

person that is responsible for handling the grievance; give an indication of how long it is likely to take to resolve the grievance.

Process for Resolution of Grievances

Grievances that are straight forward or not very serious will be resolved by the immediate manager informally within the organization in which the employee works. Employees should, where possible, discuss the grievance or complaint with their immediate manager on an informal basis first. The manager will discuss any concerns with the employee and attempt to resolve the matter within a reasonable timescale. Where it is not possible for the employee to talk to their immediate manager, or if the grievance concerns him or her, the employee should instead talk to the next most senior person within the same department. However, even if a grievance is resolved informally it must be recorded for information and record management purposes. If the grievance has not been resolved or cannot be settled informally, the matter should be dealt with in accordance with a formal grievance procedure.

If an employee is not satisfied with the decision of the relevant managers within his/her organization with regards to his complaint, nothing precludes the employee from referring the matter to the GRM offices at the Ministry. The relevant GRM officer shall determine the grievance received and registered. At this level, the Labour GRM team is required to conduct a formal meeting to resolve the grievance. Before the meeting, a thorough investigation of the facts relating to any allegations must take place. Any requests for anonymity and confidentiality should be taken seriously. The employee may, following a reasonable request, be accompanied by a colleague. The companion may not, however, answer questions on behalf of the employee. Following the meeting and investigation and without unreasonable delay, the GRM committee shall set out in writing the outcome of the hearing and any action they intend to take to resolve the grievance within Ten (10) working days. The committee shall also inform the employee of their right to appeal if they are not satisfied with the action taken. The appeal from this level would be to legal and national judicial system.

REPORTING AND MANAGING INCIDENTS OF SEA AND GBV

i) Sexual Exploitation and Abuse

WFP's policy for prevention of SEA applies to allegations of acts committed by WFP employees including consultants and interns, cooperating partners, contract workers, and external service providers. Reports of alleged cases of sexual exploitation and harassment can be received from anonymous letters, incident reports, emails, or through the call center and regular monitoring. In situations involving third party reporting of GBV or SEA, the balance between the survivor centre approach (where consent is mandatory) and the obligation to report presents a real challenge. WFP will work with other protection actors over the course of the project to determine the most appropriate actions to take in such a scenario. Any acts of SEA constitute serious misconduct and is grounds for disciplinary measures, including summary dismissal for WFP staff and referral to enforcement authorities for criminal prosecution, where appropriate.

Referral Pathway

   a) Staff who receive and/or report allegations who are not a designated SEA focal point (including call center operators) must:
   - Upon consent of the affected person, inform a designated WFP PSEA Focal Point at the field or country level as soon as possible.

- Provide accurate information about where to receive assistance e.g. medical/clinical, legal, psychosocial support (address, phone number).

b) Upon receipt of a complaint or referral, the PSEA Focal Point will ensure that consent has been obtained before reporting the incident to OIGI- WFP's Office of Inspections and Investigations. All employees and SEA Focal Points/Alternates are bound to maintain confidentiality of all reported allegations, including the identity of complainant/s and subject/s. Personnel who report misconduct in good faith have the right to be protected against reprisals and retaliation. Procedures for this are found in the WFP "Whistle-blower" Protection Policy. OIGI will launch an independent assessment of the cases and conduct investigations as required. WFP will notify the World Bank of any project related GBV/SEA case occurring within 24 hours of being reported. During the investigation process, all efforts will be made to keep the identity of personnel and others involved in the investigation confidential. The requirement for confidentiality extends equally to all those involved in, or with knowledge of, the investigation.

If requested, the staff/call operator that received the complaint can act as a liaison between the complainant (including his/her family) and those persons conducting any subsequent investigation, ensuring at all stages that the safety, health and legal needs of the complainant are taken into consideration and that he or she is not subject to intimidation as a result of lodging the complaint.

c) **If the complaint implicates a staff member of a different organisation** such as the cooperating partner, a copy of the incident report will be forwarded to the SEA Focal Point in the organisation subject to an allegation, and the World Bank. WFP will discuss and agree with the Focal Point on the responsibilities for follow up on the safety, security, health and legal needs.

d) **If the complaint is a rumour or the alleged perpetrator (s) affliction is unknown**, a copy of the incident report will be forwarded to the RC/HC and the World Bank. The RC/HC will call for a meeting of the PSEA Taskforce that consists of designated PSEA Focal Points from UN agencies in the country, as well as the Red Cross/Red Crescent Movement and relevant International and local non-governmental organisations (NGOs). The PSEA Taskforce will be asked to develop a strategy for assessing the veracity of the rumours or allegations. The RC/HC will then pursue the issue through the appropriate channels. If an investigation is deemed to be warranted and WFP personnel are suspected to be involved, the RC/HC will inform the referring Focal Point and refer the matter to WFP's OIGI.

e) **Sanctions:** Any acts of SEA constitute serious misconduct and is grounds for disciplinary measures, including summary dismissal for WFP staff and referral to enforcement authorities for criminal prosecution, where appropriate. For cooperating partners and contractors, any failure to take preventive measures against sexual exploitation or abuse, to investigate allegations thereof or to take corrective action, constitutes grounds for termination of the Agreement or Contract with WFP.

v. **World Bank Grievance Redress Service (GRS).**

Communities and individuals who believe that they are adversely affected by a World Bank supported project may submit complaints to existing project-level grievance redress mechanisms or the World Bank's Grievance Redress Service (GRS). The GRS ensures that complaints received are promptly reviewed in order to address project-related concerns. Project affected communities and individuals may submit their complaint to the World Bank's independent Inspection Panel which determines whether harm occurred, or could occur, as a result of the World Bank non-compliance with its policies and procedures. Complaints may be submitted at any time after concerns have been brought directly to the World Bank's attention, and Bank Management has been given an opportunity to respond. For information on how to submit complaints to the World Bank's corporate Grievance Redress Service (GRS), please visit http://www.worldbank.org/en/projects-operations/products-and-services/grievance-redress-service. For information on how to submit complaints to the World Bank Inspection Panel, please visit www.inspectionpanel.org.

Proposed strategy to incorporate views of Single Women, Widows, the Vulnerable and other Disadvantaged groups

The project will take special measures to ensure that disadvantaged and vulnerable groups have equal opportunity to project benefits where they meet the targeting criteria, to access information, provide feedback, and submit grievances. A key approach being used by WFP is the adoption of community-based targeting. In this case, the target communities identify their most vulnerable members through a participatory process. The assumption is that communities have a better understanding of their own vulnerability than external actors and is most effective in such projects where administrative capacity is limited, and community empowerment and capacity-building align with the programme's objectives.

Processes in the community-based targeting which entrench participatory engagements help prevent elite capture and promote inclusion.

Stakeholder Engagement Plan – Estimated Budget

Stakeholder Engagement Activities	Q-ty/per years	Unit Cost, USD	No. of years	Total cost (USD)
GRM officers(PIU)	1	3,000	3	108,000
SCOPE MIS/GRM, M&E case management process, data base (including running of hotline, record keeping etc.)				1,500,000
Travel expenses of staff (for 3 staff per year)- Trips	4	2000	3	72,000
Communications Officers (PIU)	2	2,000	3	144,000
Communication materials (leaflets, posters,)	250	30	3	20,000
Project press conferences (twice per year)	2	2,500	3	15,000
Trainings (Social issues, outreach, GRM, etc.) for PIU, WFP, local NGOs		50,000	3	150,000
Monitoring (Third Party Monitoring)- Rounds	4	100,000	3	1,200,000
Community Engagement Plan (CEP) by WFP				
Additional sessions of consultations with communities, during the initial (verification, validation & implementation) phase of the project as per CC plan.	21	5,000	1	105,000
Hold consultation with communities / key decision makers planning the exit or hand over or extension of project during the final months of the project.	21	5,000	1	105,000
Contingency				10,500
Subtotal				3,429,500
Contingency				300,000
Total				**3,729,500**

ANNEX 1: THE DO NO HARM FRAMEWORK: A BRIEF DESCRIPTION OF SEVEN STEPS

Undertaking a Do No Harm analysis, mapping key stakeholders and the power dynamics between groups can help organizations better understand the mechanisms of disenfranchisement. An in-depth socio-political analysis can assist actors to navigate complex settings and devise outreach strategies to reach the most-vulnerable.

The DO NO HARM "Analytical Framework" was developed from the programming experience of many assistance workers. It provides a tool for mapping the interactions of assistance and conflict and can be used to plan, monitor and evaluate both humanitarian and development assistance programmes.

The Framework is NOT prescriptive. It is a descriptive tool that: 1) identifies the categories of information
that have been found through experience to be important for understanding how assistance affects conflict; 2) organizes these categories in a visual lay-out that highlights their actual and potential relationships; and 3) helps us predict the impacts of different programming decisions.

Step 1: Understanding the Context of Conflict
Step one involves identifying which conflicts are dangerous in terms of their destructiveness or violence. Every society has groups with different interests and identities that contend with other groups. However, many—even most—of these differences do not erupt into violence and, therefore, are not relevant for DO NO HARM analysis.
DO NO HARM is useful for understanding the impacts of assistance programmes on the socio/political schisms that cause, or have the potential to cause, destruction or violence between groups.

Step 2: Analyzing DIVIDERS and TENSIONS
Once the important schisms in society have been identified, the next step is to analyze what divides the groups. Some DIVIDERS or sources of TENSION between groups may be rooted in deep-seated, historical injustice (root causes) while others may be recent, short-lived or manipulated by subgroup leaders (proximate causes). They may arise from many sources including economic relations, geography, demography, politics or religion. Some may be entirely internal to a society; others may be promoted by outside powers. Understanding what divides people is critical to understanding, subsequently,
how our assistance programmes feed into, or lessen, these forces.

Step 3: Analyzing CONNECTORS and LOCAL CAPACITIES FOR PEACE
The third step is analysis of how people, although they are divided by conflict, remain also connected across sub-group lines. The DO NO HARM PROJECT (DNH) found that in every society in conflict, people who are divided by some things remain connected by others. Markets, infrastructure, common experiences, historical events, symbols, shared attitudes, formal and informal associations; all of these continue to provide continuity with non-war life and with former colleagues and coworkers now alienated through conflict. Similarly, DNH found that all societies have individuals and institutions whose task it is to maintain intergroup peace. These include justice systems (when they work!), police forces, elders groups, school teachers or clergy and other respected and trusted figures. In warfare, these "LOCAL CAPACITIES FOR PEACE" are not adequate to prevent violence. Yet, in

conflict-prone, active conflict and post-conflict situations they continue to exist and offer one ave nue for rebuilding non-war relations. To assess the impacts of assistance programmes on conflict, it
is important to identify and understand CONNECTORS and LCPs.

Step 4: Analyzing the Assistance Programme
Step four of the DO NO HARM Framework involves a thorough review of all aspects of the assistance programme. Where and why is assistance offered, who are the staff (external and internal),
how were they hired, who are the intended recipients of assistance, by what criteria are they included?
what is provided, who decides, how is assistance delivered, warehoused, distributed?

Step 5: Analyzing the Assistance Programme's Impact on DIVIDERS and CONNECTORS (using the concepts of RESOURCE TRANSFERS and IMPLICIT ETHICAL MESSAGES)
Step five is analysis of the interactions of each aspect of the assistance programme with the existing DIVIDERS/TENSIONS and CONNECTORS/LCPs.
We ask: Who gains and who loses (or who does not gain) from our assistance? Do these groups overlap with the DIVISIONS we identified as potentially or actually destructive? Are we supporting military activities or civilian structures? Are we missing or ignoring opportunities to reinforce CONNECTORS?
Are we inadvertently undermining or weakening LCPs?
We ask: Who gains and who loses (or who does not gain) from our assistance? Do these groups overlap with the DIVISIONS we identified as potentially or actually destructive? Are we supporting military activities or civilian structures? Are we missing or ignoring opportunities to reinforce CONNECTORS?
Are we inadvertently undermining or weakening LCPs?
We ask: What resources are we bringing into the conflict? What impact are our RESOURCE TRANSFERS
having?
We ask: What messages are we giving through the way in which we work? What impact are we having through our IMPLICIT ETHICAL MESSAGES?
Each aspect of programming should be reviewed for its actual and potential impacts on D/Ts and C/LCPs.

Step 6: Considering (and Generating) Programming Options
Finally, if our analysis of 1) the context of conflict; 2) DIVIDERS and TENSIONS; 3) CONNECTORS and
LOCAL CAPACITIES FOR PEACE; and 4) our assistance programme shows that our assistance exacerbates
intergroup DIVIDERS, then we must think about how to provide the same programme in a way
that eliminates its negative, conflict-worsening impacts. If we find that we have overlooked local
peace capacities or CONNECTORS, then we should redesign our programming not to miss this opportunity
to support peace.

Step 7: Test Programming Options and Redesign Project
Once we have selected a better programming option is crucially important to re-check the impacts
of our new approach on the DIVIDERS and CONNECTORS.

ANNEX 2: COMMUNITY ENGAGEMENT CHECKLIST

Checklist for Community Engagement
Project Overview
- Describe the process and results of the needs assessment;   - The overall purpose (drought relief, flood relief, livelihood protection, etc.);   - Nature of the project/type and duration (unconditional cash/voucher, cash-for-work, combination), total amount of the entitlement per location and for each recipient;   - Rationale for using this type of response and who made the decision;   - Why do we need to target in the first place? Broad description or targeting objective: (i) reaching those most in need of assistance; (ii) efficient use of scarce resources; (iii) conditionality for livelihood projects;   - Who is targeted; what are the selection criteria; who is involved in the selection and why? If using households (HH), describe what the organisation considers to be a HH (a group of individuals, usually related, who form an economic unit within which income, assets, food supplies, etc. are shared – 6 people per HH in Somalia);
- Stakeholders: The roles of CSC members. Role of field staff, organisations, local partners, money transfer agents, vendors, etc. in the project;   - Outline desired configuration of CSC (inclusion of women, inclusion of all groups/segments of the community, etc.);   - Organisation staff: who will be doing the work (e.g. what agency stands for, names of key staff member involved in project, etc.) and whom to contact in case more information is needed or if there are any issues to be raised;   - Scope (geographic coverage).
Complaints Response Mechanism
- Explain the communication channels available to communities;   - Right to give feedback and make a complaint;   - Organisation's procedures on handling corruption, fraud, abuse and exploitation of the targeted population and adherence to the principle of confidentiality;   - Engage community on CRM: explain different mechanisms and their advantages and disadvantages, (e.g. the hotline is toll-free and callers can talk to male/female Somali operators);   - How to make a complaint. Basic information required for complaint: who, why, what, when, where and how. Explain the duration it takes to receive feedback on the complaint (Maximum 10 days). Explain the role CSC in the CRM (if there is one);   - Provide examples of types of complaints which can be made: vendors, inclusion, exclusion, taxation, malfunctioning with delivery mechanism (e.g. benefit card failure), all forms of exploitation and abuse.

Annex 3: CSC Roles and Responsibilities Checklist

CSC Roles and Responsibilities Checklist
The Community Selection Committee should
- Ensure the fair representation of members from the community on the draft registration list;   - Identify most vulnerable people following the agreed upon selection criteria;   - Inform recipients after registration;   - Conduct verification and identification during distribution of benefit;   - Respect the intent and scope of the project;   - Mediate and resolve conflicts;   - Provide security information to project staff and act to resolve potential security incidents;   - Share all relevant information with the community;   - Facilitate coordination with the community, including relaying project information to the community;   - Ensure women and minority groups' participation.
Areas of Emphasis (1.0) for Staff with CSC members
- The CSC member is a facilitator, but ultimately the final decision regarding recipient selection lies with the organisation;   - The CSC member is responsible for identifying, inviting and facilitating participation of minority groups, new arrivals and creating space for women to participate and share their opinions;   - Being a CSC member means being an honest, persuasive and respected community member who does his/her best to support the success of the project. A person who puts the interest of the most vulnerable ahead of clan/tribe interest;   - CSC members will vouch for the eligibility of every recipient, affixing their name to the draft registration form. The CSC member will be answerable in the event that verification of beneficiary finds a person suggested by this member does not match eligibility criteria;   - The CSC member will sign their name to the MoU, agreeing to adhere to its agreements to the best of their ability.

Annex 4: **Discussion Guide/Checklist for the Community Consultations**

Discussion topics/areas	Target group
Overall objective of the project	All stakeholders
Rationale/design for the project including rationale for targeting women, children and other vulnerable groups	All stakeholders
Nature/ objective of the project, geographic scope, duration, total amount of the entitlement per location and for each recipient	All stakeholders
Targeting/selection criteria (regional, district, community/household level)	All stakeholders
Who was/will be involved in the targeting and why?	All stakeholders
Roles and expected code of conduct for each stakeholder: local authorities, WFP/Cooperating partners, retailers/Mobile money operators.	All stakeholders
Complaints and Feedback Mechanism (Right to information, right to feedback and complaints, what system is in place for this, how it works, how to make complaints or give/receive feedback)	All stakeholders
Possible environmental/social risks/protection issues related to the implementation of the project • Ask community members and other stakeholders to share any concerns, questions or issues that may arise from the design and proposed implementation of the project.	Men, women, minority clans, local authorities, cooperating partners
• Check to find out if all the social/environmental risk envisioned in the project design phase are valid (exclusion, selection, elite or clan capture, and gender-based violence and intra-house dynamics, remoteness, inward migration, etc.)	Men, women, minority clans, local authorities, cooperating partners
• Ask the community/stakeholders for available capacities/ services or measures that the community takes to deal with the issues raised.	Men, women, minority clans, local authorities, cooperating partners
• Share/discuss the safeguards/measures that have been put in place to mitigate against the identified risks and the outstanding gaps (in reference to the issues raised by the community/stakeholders)	All stakeholders

Annex 5: **Community Consultation Feedback Form**

Stakeholder group	Social risks/issues	Causes	Capacities within the community	Solutions proposed by the sub-groups	Most important issues to follow up	Urgent follow - up action

ANNEX 6: GBV Service Providers in Somalia (this list will be routinely updated to reflect changes in service provision in the target locations.

Baxnaano Districts				
State	District	Services available	Nearest referral pathway	Contacts
Galmudug	Dhusamareb	Medical support, PSS, Post rape treatment, Legal Assistance	Elman	Fartun Abdisalan Cell: 0615936040 Email: fartun@elmanpeace.org
Galmudug	Hobyo	Clinic, PSS, Material and Safe house	Referral to Galkayo handled by TUOS.	Osman Abdullahi Cell: 0615684840 Email: towfiiq@towfiiqumbrella.org)
Galmudug	Cabudwaaq	Medical, PSS and referrals	Mercy USA, CISP and Somali Peaceline and others	
Hirshabelle	Bulo Burto/Maxaas	Medical support, PSS, Post rape treatment, Legal Assistance	HIWA	Salat Alas Daud, Cell: 0616210912, Email: hiwa.hiran@gmail.com
Hirshabelle	Belet Weyne/Matabaan	Medical support, PSS, Post rape treatment, Legal Assistance	HIWA	Salat Alas Daud, Cell: 0616210912, Email: hiwa.hiran@gmail.com; Aliya Adan Abdi, Tel. 0615209999 Email: Hiwa.Hiran@gmail.com
Hirshabelle	Balcad/Warsheikh	Provision of dignity kits	WOCCA	Zamzam Mohamed Adan, Email:childprotection@woccaorg.com Tel: 0615224511
Jubaland	Dollow	Medical support, PSS, Post rape treatment, Legal Assistance	CEDA at Dolow main MC	Mohamed Kosar Cell: 0617438448 Email: ceda.org@hotmail.com
Jubaland	Afmadow/Xagar	Medical support, PSS, Post rape treatment, Legal Assistance	Sedhuro	Mohamed Jama Email: m.jama@sedhuro.org
Jubaland	Luuq	Medical support, PSS, Post rape treatment, Legal Assistance	Sedhuro	Mohamed Jama Email: m.jama@sedhuro.org
Puntland	Laasqoray/**Badhan**	Safehouse (Accommodation, interim care, PSS , GBV service,	Shilcon and MOWDAFA	MOWFADA-Ayan Mohamed Tel:0907779266 Email: mowdafasanaag@gmail.com

		IDTR and medical and legal referrals and reintegration)		
Puntland	Calula	NO but protection actor/focal point in the area identified	SHILCON - Iskushuban District GBV Stop Centre	Shilcon- Dek Abdi Tel: 0907740064 Email: dekhab@gmail.com
Puntland	Galdogob	NO but protection actor/focal point in the area identified	MOWDAFA - Galkacyo City GBV services	MOWDAFA-Kiin Gafaa Gesood. District GBV focal point Tel: 0907702959 Email: kiingaafaa9@hotmail.ocm
Disputed areas	Taleex	Medical care, PSS and legal aid	MOWDAFA	MOWDAFA-Xalima Cabdillahi, District GBV focal point Tel: 0907747735 Email:mowdafataleex@gamil.com
Disputed areas	Caynabo	Legal services, clinic and referral	MESAF	MESAF, GBV sub cluster focal person, Luul Aden Email: luul_adan@hotmail.com Tel: 0634466067
Disputed areas	Xudun	Legal services, Clinic and PSS	DRC, GBV sub cluster	
Southwest	Waajid	Psychosocial support, medical referrals and GBV services	KANAVA	Mohamed Black , Tel: 0617001865
Southwest	Xudur	Psychosocial support, medical referrals and GBV services	SCWRW	Adan Isack, Tel: 0615928661 Email: kanavabaidoa@yahoo.com
Southwest	Km 50	NO but referral services available	Refer to Elman	Fartun Abdisalan Tel: 0615936040 Email: fartun@elmanpeace.org
Somaliland	Zeylac	Shelter, Psychosocial Counseling, legal Clinical care, Referral	MESAF	Luul Aden Tel: 0634466067 luul_adan@hotmail.com
Somaliland	Lughaye	Psychosocial Counseling, Clinical care, legal and Referral	MESAF	Luul Aden Tel: 0634466067 luul_adan@hotmail.com
Somaliland	Gabiley	Clinical Care, Referral	MESAF	Luul Aden Tel: 0634466067 luul_adan@hotmail.com