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JDF COBAFS Model to AAP



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JIREHDOO
FOUNDATION

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ABBREVIATION / WORDS DICTIONARY

JDF	Jireh Doo Foundation
AAP/CEAL	Accountability to Affected Persons / Community Engagement Accountability and learning working Group
CoBAFS	Community-Based Accountability and Feedback System
CoBAC	Community-Based Accountability Committee
Bulama / Lawan	Traditional heads in North East Nigeria
PWD	Persons with disability

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JDF COBAFS Model for AAP

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Jireh Doo Foundation (JDF) as an organization with a heart for humanity and desire for effective and efficient project delivery and keen on upward and especially downward accountability is a member of the CHS Alliance and is also an active member of the AAP/CEAL Working group in Nigeria.

JDF from its experience working in various communities in Nigeria designed an innovative approach to accountability to affected persons (AAP): **The Community-Based Accountability and Feedback System (CoBAFS)**.

PRELIMINARY ACTIVITIES

Community entry and engagement meetings

Survey on the most preferred complaints and Response Mechanism by the target community

COMPONENTS OF THE COBAFS

CoBAFS has two basic components,

1. The CoBAFS reporting library
2. The CoBAFS feedback committee AKA Community-Based Accountability Committee (CoBAC).

Under the CoBAFS reporting library, a project library (a physical metal cabinet) is set up at an agreed safe location with the (Bulama, Lawan, etc. as agreed) in the implementing community and an accountability board is erected.

The project library will contain all project documents including a large print implementation work plan. The organization's monthly reports will be kept in the library for community access.

(NOTE: This library needs to be set up during community entry and engagement)

JDF advises that all monthly reports be converted into colorful pictorial animations and charts (more pictures, less words!) and the few words should be in the local languages for ease understanding by persons of all educational backgrounds including children. These animated reports should be produced and distributed house to house for persons with disability (PWD) as would have been identified during community entry and engagement activities.

The Accountability Board will be a large board (approximately 7ft by 4ft) it will contain a large print of The organization's deliverables with their timelines in months. This will be securely locked but visible (glass) and the key kept with the Community-Based Accountability Committee (CoBAC) This board should be situated in a publicly accessible location as agreed with the community during the community entry and engagement process.

The CoBAC with support from the organization (the organization needs to have funds programmed for these meetings) will organize a monthly Project Feedback and quality implementation review meeting. During this meeting, in the presence of community stakeholders, community members, implementing sector, AAP/CEAL WG, Government representatives and other partners, the CoBAC will confirm if the

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implementing organization has met its implementation timeline, and if the delivery was Poor, Satisfactory, or Good. This grading will be based on (i) beneficiary selection (ii) beneficiary registration (iii) distributions, service delivery and constructions where applicable (iv) Duration of feedback loop (vi) safeguarding. The CoBAC will then write the grade boldly in the space provided on the accountability board (visible and accessible to all at all times).

After this grading process, JDF (the implementing organization) will now have a feedback and review meeting with the CoBAC and other community stakeholders and discuss the reason/reasons behind whatever grade was allocated to the organization and how to improve going forward should it be a low grade.

FORMATION OF THE COBAC

The CoBAC will be a 15-man committee which will be made up of five 3man sub-committees made up of representatives from Community/religious leaders (3), Men (3), Women (3), PWDs (3), and Youth (3). Who will independently monitor projects and give feedback to the CoBAC. Members will be distributed uniformly across implementing location.

The CoBAC will also be responsible for collecting complaints and feedback that will be presented during the monthly meetings, other pressing challenges that cannot wait for the monthly meetings will still have other CRMs available (Suggestion boxes, toll free lines, etc.) as agreed by the community during the community inception meeting.

At the end of the project cycle, the CoBAC with support from JDF (the implementing organization) and AAP/CEAL WG will organize a close-out workshop. This will be an opportunity to review the project, feedback meetings and document learnings.

BUDGETS

Budget provision should be made for the following (This is not an exhaustive list):

Accountability officer and Assistant

Metal file cabinets:

Accountability Board:

CRM Toll free line /suggestion boxes (As agreed from the most preferred CRM survey):

Design and production of IECs and pictorial monthly reports

Training of CoBAC

Feedback meetings

Close out meeting

COBAFS Accountability cycle



NB: This model speaks particularly to communities that have a town hall meeting or a similar elementary structure for AAP.