



30
years
1981 - 2011

Humanitarian Accountability Partnership: The CFSI Perspective

Presented by Dr. Steven Muncy, Executive Director
Community and Family Services International

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Humanitarian Accountability Partnership (HAP)

- Established in 2003 to promote accountability to people affected by humanitarian crisis
- Humanitarian sector's first international self-regulatory body
- Defines accountability as "the means through which power is used responsibly"
- Secretariat based in Geneva, Switzerland

HAP Membership

- Eligibility requirements:
 1. Humanitarian, development, and advocacy organizations whose core activities include operational relief and humanitarian assistance activities;
 2. Legally registered/recognized as a nonprofit in the country where the organization has its Headquarters; and
 3. Meets the requirements for financial accountability under the law in the country where the organization has its Headquarters.
- Membership condition: willingness to meet HAP Principles of Accountability
- 81 members as of December 2011 (63 full and 18 associate members)

HAP Principles of Accountability

1. Commitment to humanitarian standards and rights.
2. Setting standards and building capacity.
3. Communication.
4. Participation in programme.
5. Monitoring and reporting on compliance.
6. Addressing complaints.
7. Implementing partners.

Responsibilities of Members

- Implement the HAP 2010 Standard in Accountability and Quality Management
- Prepare an accountability framework and code of conduct that prohibits sexual exploitation and abuse by staff
- Report annually to HAP on the implementation of the framework and code of conduct
- Monitor compliance
- Pay annual membership fee (CHF 500 or 5,000, depending on annual expenditures)

2010 HAP Standard in Accountability and Quality Management

- HAP Standard Principles
- Qualifying norms for certification
- The HAP Benchmarks, specifically:
 1. Accountability commitments and their management;
 2. Staff competencies;
 3. Information dissemination;
 4. Participation;
 5. Complaints handling; and
 6. Monitoring, evaluation, and learning.

HAP Certification Scheme

- Qualifying norms
- Pre-audit assessments
 1. Status of compliance with the accountability framework and improvement plan; and
 2. Programme-site surveys against the HAP Standard
- Certification audits
 1. Review of documentary evidence
 2. Head office audit; and
 3. Programme site audit.
- Mid-Term Progress Audits and Mid-Term Progress Report (after 18 mos.)
- Re-certification Audits (every 3 years)

Ongoing Convergence and Harmonization Efforts

- HAP
- SPHERE Project
- People in Aid

CFSI

- Established in 1981, CFSI is a humanitarian NGO
- Mission of CFSI is to protect and promote human security—specifically the lives, well-being, and dignity of people uprooted by persecution, armed conflict, disaster, and other exceptionally difficult circumstances
- Based in the Philippines, working internationally, 10 countries in Asia thus far
- Member of local, national, regional, and global networks

CFSI and HAP

- Accepted in March 2009 as the 30th Full Member of HAP
- Accountability Framework
 1. Rights;
 2. Needs;
 3. Standards;
 4. Ethics; and
 5. Covenant of the People of CFSI.
- Accountability Work Plan for 2010-2012

CFSI Investments in Accountability

- Engaged Board
- Enhanced Employment Contracts
- Accountability added to Staff Induction/Orientation processes
- Full-day Accountability Workshops at all CFSI offices
- Accountability included in Annual Performance Evaluations
- Feedback and Complaints Mechanisms for all Operations
- Annual Reports

Dear Friend,

Greetings of peace!

We know your present situation is difficult and that you have many needs. We hope this Family Support Kit will meet at least some of those needs—as well as encourage you.

Remain hopeful, build on your many strengths, and know that we care about you and your loved ones.

Sincerely,

Community and Family Services International (CFSI)

P.S.: Feel free to text your comments to 0917 534 2734.



 **CFSI. Rebuilding Lives.**
Community and Family Services International



Food Assistance Project - Protracted Relief and Recovery Operation (FAP-PRRO)

SUPPLEMENTARY FEED PROGRAMME
MAGUINDANAO



Beneficiaries

- Pregnant women 2nd to 3rd trimester (4 mos. - 9 mos.)
- Lactating mother with 0-6 months old infant
- Moderately Acute Malnourished Children 6-59 months old (11.5-12.5 MUAC)

Your opinion is important to us. If you have suggestions or complaints, you may:

- Send a SMS/text message to: +63917 534 2374 (+63917 534 CFSI)
- Approach any CFSI officer or staff member
- Write a letter to CFSI and send to: CFSI Headquarters, 2F Torres Building
2442 Park Avenue, Pasay City, Metro Manila
- Send email to: headquarters@cfsi.ph

Lessons Learned

- View membership as an investment
- Recognize context is critical
- Internalize before seeking certification
- Acknowledge evolution of standards
- Contribute to organizational development
- Promote convergence and harmonization
- Stay focused on the mission

References

- HAP Brochure
- 2010 HAP Standard in Accountability and Quality Management
- HAP Guide to Certification
- CFSI Brochure

Contacts

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