

Community Engagement

Tackling Structural Barriers to Community Participatory Processes & Accountability in Operations



TRANSFORMATIONAL
INVESTMENT
CAPACITY

Project Summary

Problem

Address the disparity between MSF's intent to increase community engagement at program level and the current MSF institutional policy, operational documents. Community engagement is often not prioritized and there is a lack of guidance on the processes. The current systematic way of working does not promote participatory processes with communities within the operational decision-making consistently throughout the humanitarian project cycle.

Proposed Solution

Better understand and systematically **embed community participatory processes by developing tools and capacity building** to help operational staff in projects, missions, and operational cells to **address structural barriers to community engagement**. Provide clear objectives for community engagement. **Capitalize** on existing initiatives/TICs (lessons learned) and build concrete outputs: a monitoring framework and participatory approaches from **exploratory missions to exit strategies** in the project cycle.



Potential Impact

- Increases agency for **communities** and **patients**
- Includes community engagement principles in **medical-humanitarian interventions**, in **HR job profiles and learning events** (both for field and HQ staff)

Viability

- **Supported by OCB Operations / Operations Director**
- Creates a **Community Engagement Barometer** (M&E framework)
- Targets a **Capacity Building Program** and **Community of Practice** – builds upon learnings from initiatives

Risk Mitigation

- Test-and-learns use of the **barometer** (M&E) across **multiple contexts**

Scalability

- Engages with individuals from **Southern Africa, Central & Western Africa, MENA, LATAM, Southeast Asia**, as well as the project managers of other ongoing Community Engagement TICs, and regional positions (e.g., Regional Health Promoters)

Area/Type: Operations

Sponsor/Support: MSF OCB

Length/Project Status: 2 years; ONGOING