CVP Instruction & Guidelines

Data Privacy and Security

All data entered into the database must be treated as confidential from CVP (Comunity Voice Platform) side. Access to the database will be restricted to authorized personnel. Monthly data backups will be performed regularly to protect against data loss. **Organization name will be included in any part of the report and it will also keep as confidential.** Only organization type level will be included in the data analysis level in dashboard.

Excluded Data to Report

CVP is meant to leverage existing CFMs to generate a high level overview of issues and feedback provided by communities. Certain sensitive information should not be disclosed publicly to maintain confidentiality including **PSEA cases, GBV cases, fraud and corruption cases, ongoing legal cases, disciplinary cases and political cases.**

Stey by Step Guideline

Step 1: Data Extract & Cleaning

- Make sure to remove the duplicate data to be unique
- Make sure the reporting period is correct.
- Copy the data necessary data and paste in a new excel workbook

Step 2: Data Migration

After extracting and cleaning CFM data, key fields must be migrated to CVP standard data fields. Each participating organization should adapt the migration process to their needs while documenting it for consistent reporting. Suggested steps for migration include:

1. Create a new column next to the original data field.
2. Label the new column with the CVP data label.
3. Filter CFM data for specific CVP standard options.
4. Copy the corresponding CVP data standard into the new column.

Delete the original column, retaining only the CVP standard data.

Category Migration

Migrating CFM categories to CVP standard categories can be more challenging. It requires determining which CVP standard category fits best with each category used by the participating organization. To successfully migrate categories, the CVP team suggests the following steps:

1. Build a category migration table, which matches each of the categories your organization uses to one of the CVP standard categories.
2. Follow steps 1-5 above to migrate your organizational categories to the CVP standard categories.
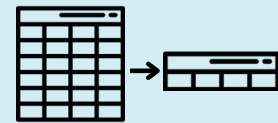
Organization category	CVP Standard category
Registration	Request for information
Data Subject Rights	Request for information
Poor Quality Assistance	Complaints
Comment about Context	General Perceptions, Observations and Suggestions
Positive feedback	Appreciation

Maintain a 1:1 relationship between categories for easier and replicable migration.

Step 3: Aggregation and Analysis

The CVP report is a summary of key issues and feedback from affected individuals, allowing for comparison across organizations. Participating organizations are not required to submit individual case reports to CVP. Instead, the CVP report provides an overview.

- Aggregates CFM cases by CVP category
- Requests participating organizations to share summaries of the issues raised within each category along with key demographic and metadata like location and relevant cluster(s) and fill in the reporting excel sheet.

Step 4: Fill in the Case Summery Sheet

For each CVP category represented in your report:
1. Filter cases to include only one CVP standard category
2. Review the case descriptions for each case
3. Write a short summary of the issues that were raised or feedback provided in the CVP case:

- Summary should be 1-2 paragraphs
- For each issue or feedback, try to answer the following questions:
  - What is the issue/feedback?
  - Try to include the all issues raised, not just the most commonly reported issues
  - Bullet points are acceptable

Once the description summary is complete, add required demographic and metadata to each category summary by using pivot table in prepared excel sheet:
1. Number of cases the summary represents
2. Location(s) where the cases were received from
3. Gender in percentage
4. Age range in percentage

When aggregation and analysis is complete, check to confirm your CVP report has:
- 1 row per CVP category
- All data fields completed

Step 5: Fill in the Progress Tracking Sheet

For each CVP tracking status represented in your report:
1. Filter cases to include only one CVP tracking status category
2. Review the case resolution descriptions for each case, if the tracking status is not yet resolved, recommend to write the challenges.
3. Write a short summary of the resolution or challenges that were raised or feedback provided in the CVP case:
- Summary should be 1-2 paragraphs
- For each resolution or challenges, try to answer the following questions:
  - What is the resolution/challenges?
  - Try to include all resolution and challenges, not just the most commonly reported issues
  - Bullet points are acceptable

Once the progress tracking summary is complete, add required metadata including sector and location.
When aggregation and analysis is complete, check to confirm your CVP report has:
- 1 row per CVP progress status
- All data fields completed.

Data Field Explanation

Case Summery Sheet	
Feedback Category	High level categories to understand the nature of feedback. Migration data field may require. **(Single selection: Requests for Information, Requests for Assistance or Services, Complaints, General Perceptions, Observations and Suggestions, Reports of Incidents and Concerns Related to Access, Safety and Security, Appreciation, Other)**
Analysis (Qualitative)	Organizations provide high level analysis of each category of feedback received, reporting process has guiding questions to inform analysis process.
Key Quotes (Optional)	Highlighted quote directly from the beneficiary
# Cases	Total number of cases
Location (Multi select)	Tags feedback to **State/Region level** to enable more effective response.
Cluster (Multi select)	Cluster refers to the cluster/sector(s) most related to the content of feedback received, not the cluster/sector of the organization that received it. Migration data field may require. **(Multi selection: Education, CCCM, Early recovery, Emergency telecommunications, Food security, Health, Logistics, Protection, Shelter, WASH, Nutrition, Cash assistance, Livelihoods, Local Integration, NFI, Housing, land and property, Child protection, Mine Action, Energy/environment, Feedback mechanism, Other)**
Male %	Total percentage of male
Female %	Total percentage of female
Other %	Total percentage of other which will cover LGBTIQ+, and others.
Unknown %	When male, female and other data are aggregated and not easy to disaggregated, it can be shown as unknown and put in this field.
0-17 %	Percentage of age range younger than 18 years old.
18-59 %	Percentage of age range between 18 and 59
60+ %	Percentage of age range older than 60.
Other %	If the age range can't be migrate with the given range, please provide percentage in this column.
PWD %	Total percentage of persons with disabilities involvement

Progress Tracking Sheet	
Progress status	The progress tracking status reveals whether a complaint has been resolved, is still being investigated, or has been closed. **(Single selection: Some Progress, Significant Progress, Fulfilled, N/A)**
Tracking summery	Organizations provide high level analysis of each progress status received, reporting process has guiding questions to inform analysis process.
Location (Multi select)	Tags feedback to **State/Region level** to enable more effective response.
Cluster (Multi select)	Sector refers to the sector(s) most related to the content of feedback received, not the sector of the organization that received it. Migration data field may require. **(Multi selection: Same as above)**

Case Overview Sheet Reporting Example

Organization Data

Age	Gender	Organization category	Township	Description
18-40	Female	Information Request	Sittwe	The caller Ma Shwe Wah requests to provide information for distribution date next time for Mocha response.
Not Available	Male	Complaint/negative feedback	Myingyan	Market Price is increasing and current provided cash amount is not enough for the family.
18-40	Male	Information Request	Pauktaw	Commodities prices are so high in current situation and people are facing difficult for food security. So, want to know the date of distribution for January 2024 in Aung Thar Yar camp.
18-40	Male	Complaint/negative feedback	Myauk Oo	The HH of U Ye Kyaw Swar usually receive assistance for 6 persons plus disability top-up. But, in August & September 2024 distribution, only received for 5 persons.
41-59	Female	Complaint/negative feedback	Maungdaw	Daw Khin Lin raise a complaint that herfamily didn't get inclusion for nutrition top up for a child who is under 5-year-olds child. Other family who live in the same camp received but only she didn't get.

CVP Standard Data

Feedback category	Descriptive overview	Key quote	# Cases	Location	Cluster	Male %	Female %	Other %	Unknown %	0-17 %	18-59 %	60+ %	Other %	PWD %
Complaints	• Requesting to increase the current provide cash amount for the family • Requesting to add in the nutrition top up session to received the nutrition package. • Complaining about receiving top up is reduced for one member plus disability top up in two months.	Market Price is increasing and current provided cash amount is not enough for the family.	3	Mandalay, Rakhine	Food security	67%	33%	0%	0%	0%	66%	0%	33%	33%
Requests for Information	• Request Assisted people would like to know the exact distribution date		2	Rakhine	Food security	50%	50%	0%	0%	0%	100 %	0%	0%	0%

Progress Tracking Sheet Reporting Example

Organization Data

Township	Case Status	Description	Resolution	Brief Explanation on Resolution
Sittwe	Closed	The caller Ma Shwe Wah requests to provide information for distribution date next time for Mocha response.	Immediate Resolution-Information Provided	Provide the exact distribution date for the distribution
Myingyan	Closed	Market Price is increasing and current provided cash amount is not enough for the family.	Case Follow-up Completed - Information Provided/Case Resolved	The project is closely monitoring the market price and food availability in monthly basic and remains committed to reviewing cash entitlements in line with prevailing cost of the food basket to meet essential food needs. Transfer value adjustments.
Pauktaw	Closed	Commodities prices are so high in current situation and people are facing difficult for food security. So, want to know the date of distribution for January 2024 in Aung Thar Yar camp.	Immediate Resolution-Information Provided	Provide the exact distribution date for the distribution
Myauk Oo	First action taken	The HH of U Ye Kyaw Swar usually receive assistance for 6 persons plus disability top-up. But, in August & September 2024 distribution, only received for 5 persons.	Under verification process	
Maungdaw	Closed	Daw Khin Lin raise a complaint that her family didn't get inclusion for nutrition top up for a child who is under 5-year-olds child. Other family who live in the same camp received but only she didn't get.	Case Follow-up Completed - Information Provided/Case Resolved	The household will get inclusion and ration after checking all the necessary information.

CVP Standard Data

Status	Progress summery	Location	Cluster
Fulfilled	• People want to know the exact distribution date and the team provide the exact information with immediate action. • Family without inclusion in nutrition top up activity was verified by checking all the necessary information and added in the nutrition activity. This family will receive the nutrition package. • Monitor the market pirce and food availiblity, and trasnfer the cash adjustment where the market price is increase a lot and cash amount is not enough for the family.	Mandalay, Rakhine	Food security
Some progress	• The case about not receiving the full top up is under the verification process with the field office.	Mandalay	Food security