



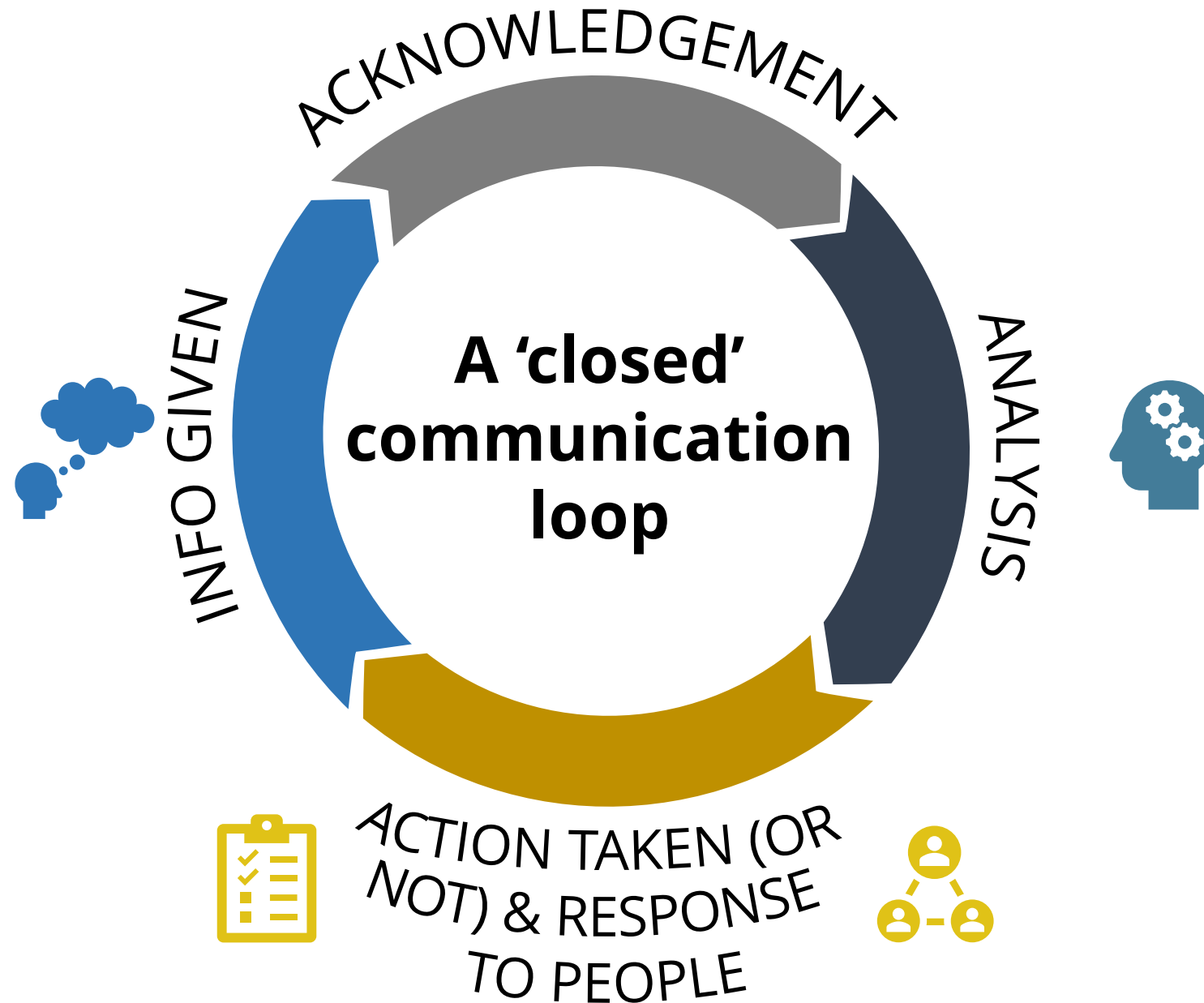
# COMMUNITY CONTACT CENTRE

ICRC UKRAINE DELEGATION

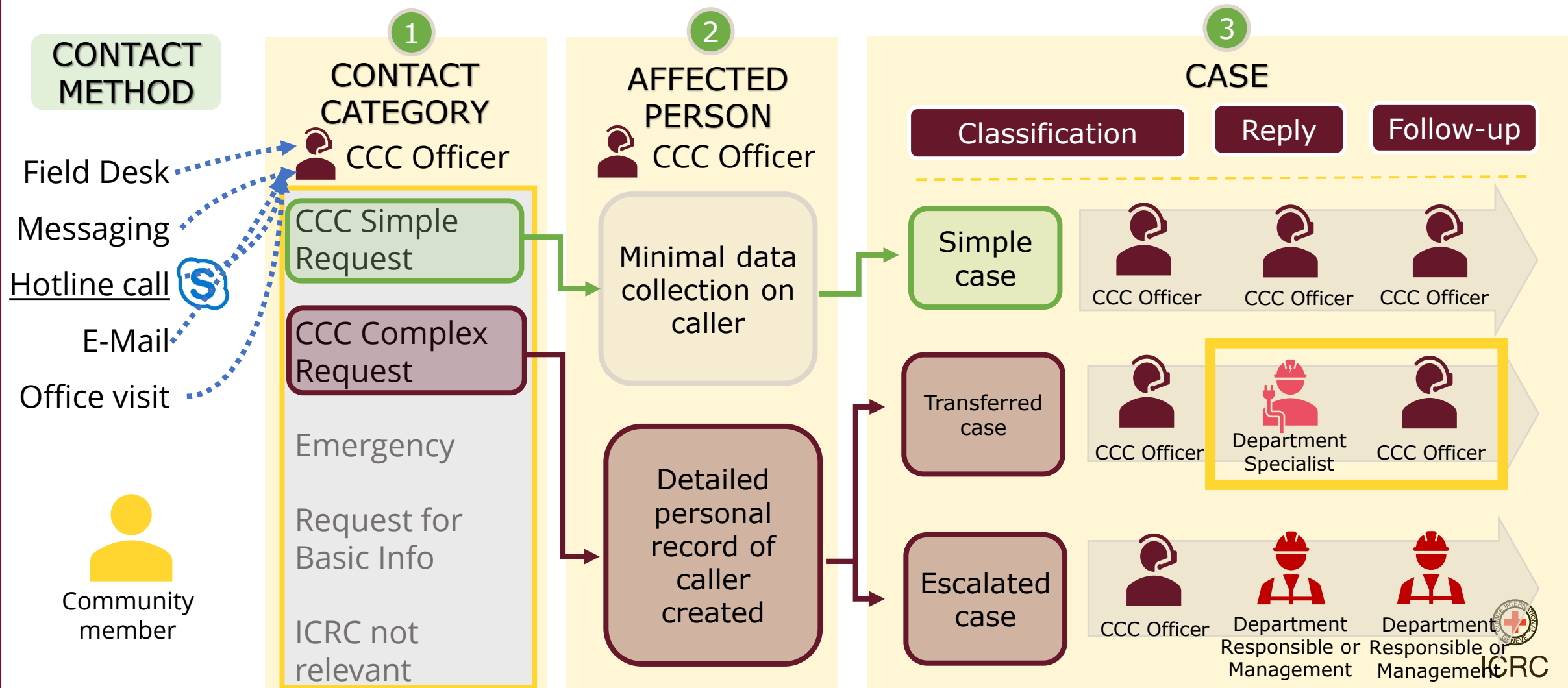
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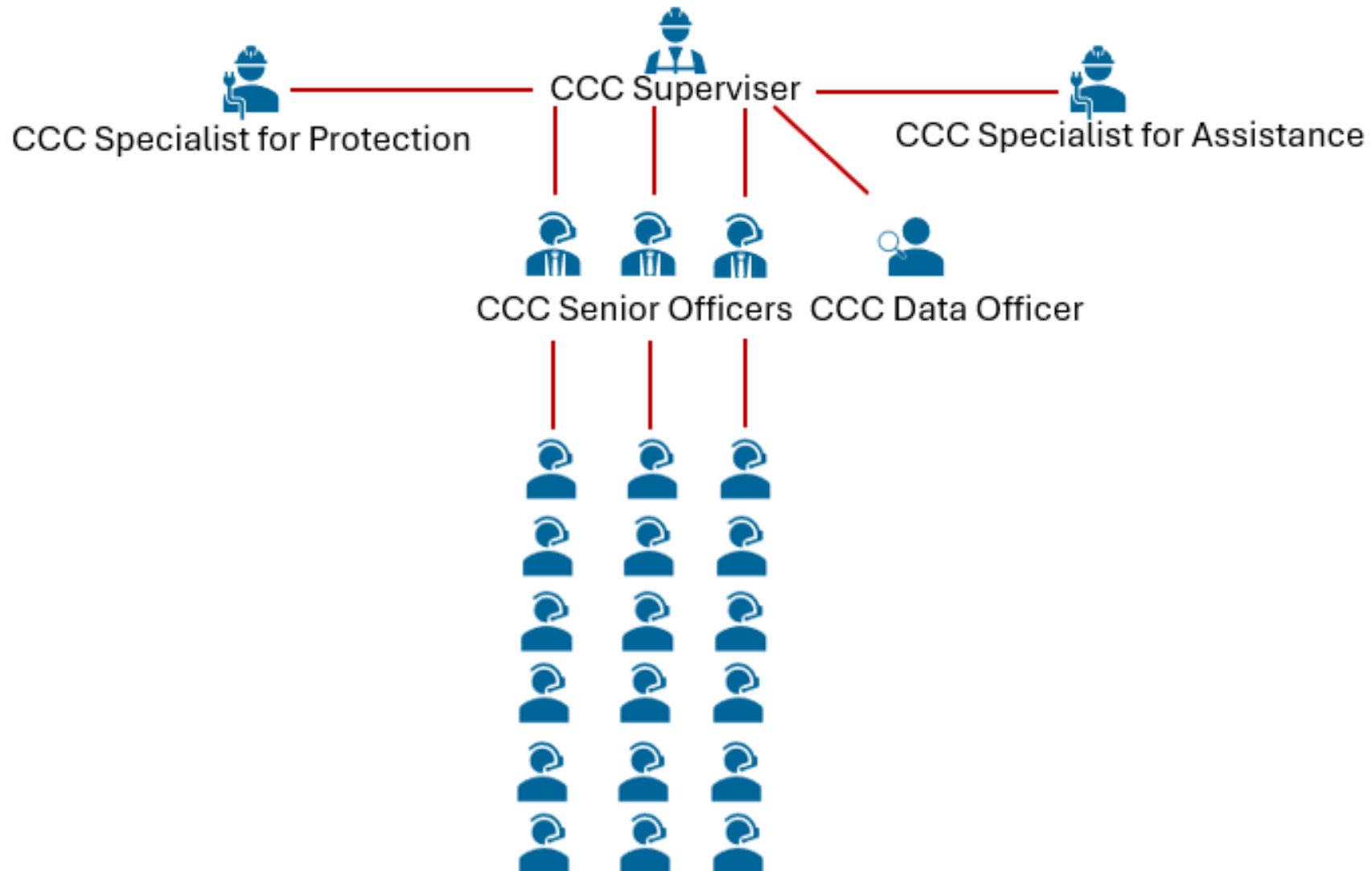
# FUNCTIONAL FEEDBACK MECHANISM



# WORKFLOWS IN CASE MANAGEMENT TOOL



# CCC STRUCTURE



# **“Could you help me, please”?**

- The CCC heard from affected people in 2024 45,990 times



# CCC 2024 OVERVIEW

**45,990**

SUCCESSFUL  
CONTACTS<sup>1</sup>

**91%**

INCOMING

**9%**

OUTGOING

**69%**

RESPONSE RATE<sup>2</sup>

**~6 min**

AVERAGE CALL  
DURATION

**~3 min**

AVERAGE CALL WAIT  
DURATION



**99%**

PHONE



**0,7%**

EMAIL



**0,3%**

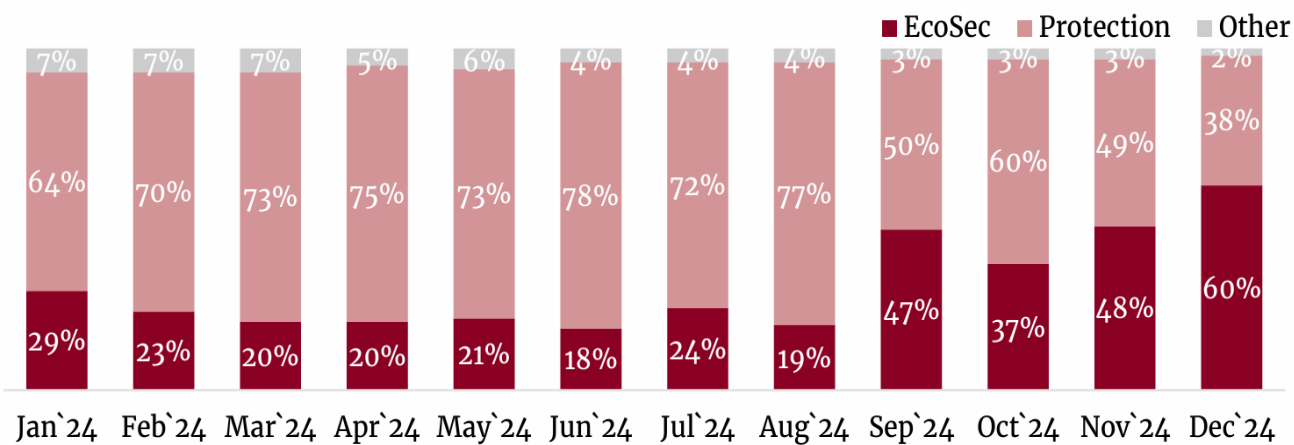
SOCIAL MEDIA



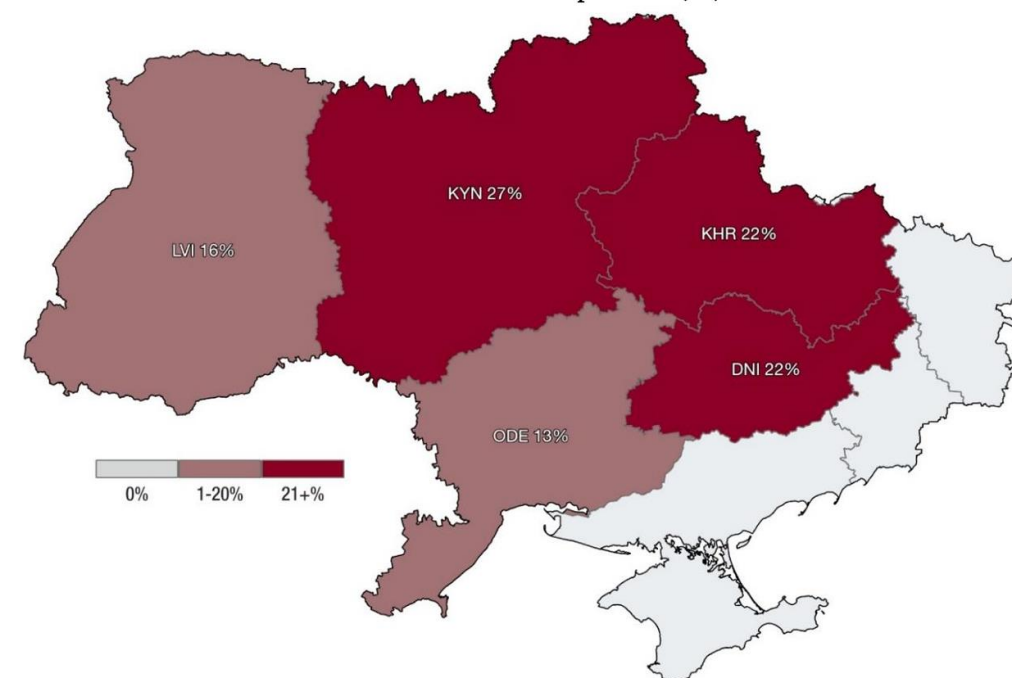
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# CCC 2024 OVERVIEW

Evolution of cases per department (%)



Distribution of cases per AoR (%)





# CCC 2024 OVERVIEW



Only four per cent of affected people reported having a disability. Self-care difficulty was the most commonly reported type of disability (78%).



**People with disabilities**



Out of all Assistance-related calls, 30% were received from internally displaced people (IDPs). Queries received from IDPs were mainly outside programmatic scope, which was a consistent trend throughout the year.

# LESSONS LEARNED

- Operational hours vs time for training and debriefing
- Resources and capacitated team
- LiveLine when KPIs may not work
- Participation in other activities of CCC officers (FTs, PDM, Remote assessments, etc.)
- Coordination with URCS
- Recognition of frontline staff like CCC officers



# CHALLENGES

- CCC in emergencies
- Information exchange with department and sub-sites
- ICRC limitations and expectations of people, affecting mental health of CCC officers

# Q&A



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