

H2H Network's package of humanitarian support services:

Conflict in Democratic Republic of Congo

Overview

The H2H Network has activated its fund to provide timely, high-quality services that strengthen the humanitarian response in eastern Democratic Republic of Congo (DRC). **The services**, delivered by 10 H2H Network members, are available to support humanitarian responders operating in this complex and evolving crisis. Since the fall of Goma in January 2025, the humanitarian situation in eastern DRC has deteriorated significantly. Humanitarian actors face substantial challenges, including access restrictions, damaged infrastructure, and limited operational capacity due to evacuations and funding shortfalls.

In this context, the funded H2H Members are filling gaps by providing services such as improving data sharing and coordination among NGOs, strengthening leadership capacity, linking diaspora and local actors, countering misinformation, enhancing nutrition responses, gathering community-driven data, offering cross-sectoral data analysis, monitoring digital threats, supporting information management, and promoting locally grounded humanitarian journalism.

Humanitarian
Action Support



Photo: Rodolphe Mukundi - The New Humanitarian

This H2H Fund allocation is supported by UK aid – from the British people.

H2H services offered

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CartONG: Localizing coordination in a crisis context - a platform for local NGOs' data in DRC

Objective:

Together with the national Congolese NGO forum (CONAFOHD), CartONG will develop a pilot platform to enable local NGOs to share information about their activities and needs. The project aims to transfer both responsibility and technical skills to local actors. As part of this initiative, CONAFOHD and its members will receive training in web development and data management.

Services and resources:

- Designing and developing the data-sharing platform and its indicators in collaboration with CONAFOHD
- Handing over platform maintenance and development responsibilities, and training trainers from CONAFOHD on its use
- Setting up an online training curriculum for local NGOs focused on data and accountability, to feed the platform with quality data

Berhudan Mustafa, Project Manager,
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Centre for Humanitarian Leadership: Crisis Leadership Program

Objective:

The project aims to strengthen DR Congo's humanitarian sector by enhancing local actors' individual, organizational and collaborative leadership capacity through their involvement in Crisis Leadership Program (CLP). The project will also address the evidence gap of impactful investments in local leadership in the sector, generating greater insights into how existing local and national crisis leadership works, the uniqueness of the DRC context and the positive impact of leadership development.

Services and resources:

- Launching CLP Seed – An introductory leadership programme for participants with 0–2 years of crisis experience, focused on navigating disaster response systems and building leadership skills.
- Implementing CLP Grow – A leadership track for participants with 2–8 years of experience, providing tools to strengthen leadership and influence within the humanitarian system.
- Providing group coaching – Peer-to-peer sessions for CLP Grow participants to apply learning and support long-term leadership development.
- Delivering a Mentorship Workshop – Practical training to build mentoring skills and support peer leadership in crisis settings.
- Conducting a research study – Gathering perspectives from CLP participants on 'local' humanitarian action to elevate Congolese leadership narratives.

Mary Ana, CHL Director,
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H2H services offered

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Diaspora Emergency Action & Coordination: Strengthening Congolese diaspora and Local Actors Efforts

Objective:

The project aims to enhance collaboration between the Congolese diaspora and local actors in North and South Kivu, focusing on capacity development and fundraising. Through research, workshops, and crowdfunding support, DEMAC will strengthen joint efforts to address the humanitarian crisis and improve the impact of diaspora-led initiatives.

Services and resources:

- Conducting a Real-Time Review (RTR) of diaspora and local NGO collaborations, identifying gaps and key needs in humanitarian efforts, particularly related to fundraising and operational support in North and South Kivu.
- Organizing an online webinar to present the RTR findings and highlighting opportunities for the diaspora to more effectively support local actors in their response.
- Facilitating discussions within the diaspora and between diaspora and local actors, and assisting in the coordination of regular meetings.
- Providing tailored crowdfunding training for diaspora and local organizations, including hands-on support for joint fundraising campaigns.

Monika Grinschgl, Emergency Coordinator,
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IMPACT Initiatives: Providing evidence-based support to coordination and prioritisation

Objective:

Strengthen sector-specific decision-making and enhance high-level coordination and response prioritization by providing targeted information and cross-sectoral analysis to humanitarian actors in Eastern DRC.

Services and resources:

- Monitoring the humanitarian situation (HSM) through thematic assessments on identified crises, needs, and priorities, and disseminating findings to humanitarian coordination actors.
- Supporting the Cash Working Group (CWG) as the technical co-lead and producing factsheets analysing market prices and the functionality of multiple markets across DRC.
- Producing Sensemaking Reports (SMRs) that synthesise data from REACH and other humanitarian actors to provide comprehensive crisis analysis, with reporting frequency adapted to evolving response needs.
- Conducting Integrated Public Health Rapid Assessments (IPHRAs) to analyze the intersection of public health, food security, nutrition, WASH, and mortality, and supporting cross-sectoral response planning.

Marie-Françoise Sitnam, IMPACT DRC Country
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H2H services offered

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Fondation Hirondelle: Enhancing community decision-making through quality information

Objective:

Help ensure communities have access to high-quality, useful, accurate, and engaging information on the humanitarian and security situation in DRC, enabling them to make well-informed decisions and actively engage with aid actors.

Services and resources:

- Producing weekly debate and in-depth radio programs in French and Swahili, aired by 40 local stations in South Kivu, North Kivu, and Ituri, and nationwide via Radio Okapi. Programs will deliver trustworthy information on security, health, and humanitarian issues, clarify the roles of various actors, and provide clear, locally adapted recommendations—supporting the triple nexus approach.
- Implementing a real-time monitoring and fact-checking system to track harmful online narratives targeting humanitarian actors.
- Producing fact-checking broadcasts through media partners to counter misinformation, build trust, and improve coordination among aid actors.
- Organizing targeted training and mentoring for local journalists and media partners on ethical reporting, fact-checking, and countering misinformation—strengthening local media capacity for sustainable, context-driven communication.

Gilles Magnin, Programme Manager,
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Global Nutrition Cluster: Supporting nutrition partners in coordination and analysis

Objective:

This project will strengthen the effectiveness and quality of the nutrition response in South Kivu and North Kivu provinces by providing technical expertise to the Nutrition Cluster, including local and national actors, who are responding to the current crisis.

Services and resources:

Technical support services will be provided in three areas through the deployment of Global Nutrition Cluster advisors:

- Strengthening Nutrition Cluster coordination and information management at the sub-national level to ensure timely, high-quality response planning and delivery in North and South Kivu, including the development of a context-specific response plan.
- Supporting needs assessment and analysis by assisting the DRC Nutrition Information Systems Working Group (NISWG) to conduct a feasibility evaluation and develop a Nutrition Information System (NIS) Action Plan.
- Enhancing the coverage and quality of the Nutrition in Emergencies (NiE) response through a minimum NiE programming package and emergency guidelines for cluster partners in North and South Kivu.
- Sharing learning with DRC stakeholders and the global NiE community through a post-deployment webinar.

Colleen Emary, Global Nutrition
Cluster Operations Team Coordinator,
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H2H services offered

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Ground Truth Solutions: Enhancing the emergency response through community engagement

Objective:

To help humanitarian actors make better decisions in data gaps, this project will provide real-time, perception-based quantitative data on protection risks, needs and priorities shared with humanitarian actors in North Kivu and South Kivu. Participatory group discussions in areas of return will create an open space for communities to explore resources and strengths to address protection risks.

Services and resources:

- Gathering quantitative data on needs, safety concerns, and expectations in selected zones de santé in North and South Kivu through structured perception research, followed by qualitative interviews to explore urgent needs, coping strategies, and operational challenges.
- Sharing and validating findings with local humanitarian actors via presentations and workshops, engaging community members and leaders to reflect on lived experiences, and facilitating joint discussions to inform real-time programme adjustments.
- Producing concise bulletins with actionable insights from community dialogues, and publishing a final report combining qualitative and quantitative findings with practical recommendations for responders and decision-makers.
- Advocating globally by sharing key findings and contributing to ongoing learning on community-driven humanitarian action.

Valerie Guerin, Programme Coordinator,
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Tim Buder, Project Lead,
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Insecurity Insight: Humanitarian access and aid worker security through social media monitoring

Objective:

Enhancing Humanitarian Access and Aid worker security through Social Media Monitoring in the DRC digital space. This will strengthen humanitarian situational awareness and response capacity by combining AI-driven and human-led social media monitoring to track and analyze emerging narratives about the aid sector.

Services and resources:

- Sharing Security Incidents affecting aid, food, health, education and protection in Eastern DRC available on the HDX platform.
- Providing Social Media Sentiment Analysis for Aid Agencies in the DRC mailing list
- Guiding and Coordinating best practices for addressing social media content.

Christina Wille, Director, Christina.
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H2H services offered

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MapAction: Information management support for humanitarian decision making

Objective:

MapAction will deploy its well-established model of GIS, GIM, IM, and data experts, including volunteers, standby staff, and professional specialists, to provide essential Information Management (IM) support. This will help ensure that humanitarian decision-making is informed by timely, actionable analysis and compensate for recently lost IM capacity.

Services and resources:

Working directly with UN OCHA, and where appropriate, with clusters and local partners, MapAction will provide the following support:

- Developing a range of IM processes, including data gathering, processing, analysis, and infrastructure design.
- Deploying staff and volunteer technical capacity through MapAction's well-established model of in-country and remote support.
- Building a data pipeline that integrates Earth Observation (EO) products to enhance analysis and decision-making.

Marina Kobzeva,
Programme and Partnerships
Director, mkobzeva@mapaction.org



The New Humanitarian: Reporting DR Congo's M23 crisis - local perspectives on a widening war

Objective:

The New Humanitarian will produce journalism that informs response measures toward a more effective, inclusive, and accountable humanitarian response. Journalism produced under this project will platform affected people, provide deep contextual and historical background, and analyze the humanitarian response.

Services and resources:

- Creating a dedicated page on TNH's website, the initiative will focus on the humanitarian impact of the conflict in DRC, gathering reported content that highlights the situation of affected populations and explores both the successes and gaps in the humanitarian response. All content will be available in both English and French.

Philip Kleinfeld, Africa Editor,
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Emmeline Booth,
External Relations Lead,
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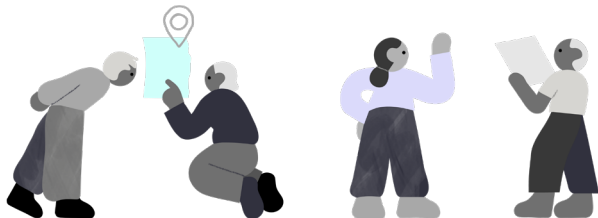
The New
Humanitarian

What is the H2H Fund?

The H2H Fund brings greater quality, efficiency and accountability to humanitarian response through targeted funding. Rapid interventions by the H2H Network have been shown to contribute to greater effectiveness of humanitarian responses to crises as diverse as drought in the Horn of Africa, the earthquake in Türkiye and Syria, and the conflict in Sudan. Through rapid disbursement of flexible funding, it enables H2H Members to provide specialized services in specific crises and addresses key gaps and priorities in the overall humanitarian response. The H2H Fund is activated in response to both sudden onset crises and spikes in protracted crises.

The need

Too often, traditional humanitarian funding mechanisms are slow to move, causing delays and challenges, especially for smaller organizations providing specialized services. For these organizations, raising funds requires significant time and effort for fundraising and grant management. Donors must also process many small grants with the associated burden of risk management and administration. The H2H Fund bridges this divide, ensuring that technical expertise and services are quickly funded and available to humanitarian actors to improve aid delivery from the start.



What is the unique value-add of the H2H Fund?

Filling gaps in the humanitarian system

Producing humanitarian public goods

Complementing existing architecture with new approaches

Facilitating rapid scale-up of specialist organizations and support services

Fostering collaboration for increased impact

Supporting organizational development and learning in the sector

Offering donors a unique opportunity to make smaller investment for a greater impact

Read more in the strategic review report of the H2H Fund [here](#) ->



What is an H2H service package?

All services funded by the H2H Fund are put together as a package, designed to inform and strengthen the wider humanitarian response. They are free of charge and accessible to all humanitarian responders. Services provided by H2H Members include specialized tools, innovative resources, and products that can be categorized into four main areas:

1. Data, Information Management and Analysis
2. Community Engagement and Accountability
3. Security, Logistics, and Programme Support
4. Quality and Sector Professionalization

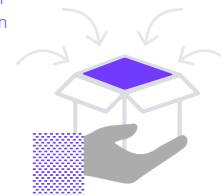
To date, the H2H Fund has created 20 humanitarian service packages to support response actors in the immediate aftermath of natural disasters and rapid conflict escalation.

Quality and Sector Professionalization

Community Engagement and Accountability

Security, Logistics, and Programme Support

Data, Information Management and Analysis



History of H2H Fund activations



Total Funds Allocated

10M CHF

Average Grant Amount

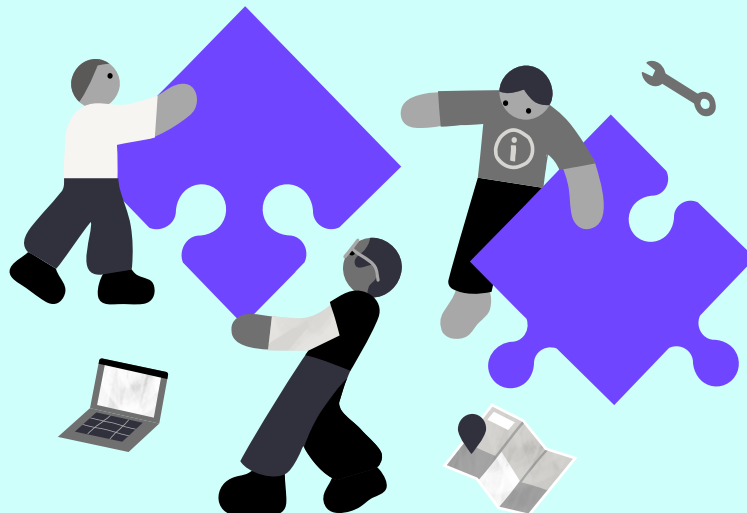
74k CHF

Projects Funded

136

Members Funded

32



The H2H Network

We bring together specialized, independent humanitarian service providers who enable efficient, impactful and accountable aid during crisis, by supporting humanitarian-to-humanitarian (H2H) services for the wider system.

These independent, cross-cutting tools and services are well-suited to address many of the gaps and challenges that continue to hamper humanitarian action in specific emergencies, as well as contributing to change at the system-level.

To date, the H2H Fund has been supported by SIDA, UK aid, USAID, as well as the Disasters Emergency Committee (DEC).

