



# Increased Resilience of Syrian Refugees in Northern Iraq

FINAL PROJECT EVALUATION  
4POINTS GROUP

**August 30, 2018**

This report was produced at the request of Danish People's Aid. It was prepared independently by Eric Nigh, Project Coordinator, Yousif Al-Hardan, Country Field Manager, and Kate W. Moran of 4points Group with significant contributions from the 4points third-party monitoring field team.

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## ACRONYMS

BRHA	Board of Relief and Humanities Affairs
CISU	Civil Society in Development
CCCM	Camp Coordination and Camp Management
C/YFS	Child/Youth-Friendly Space
DoLSA	Department of Labor and Social Affairs
DPA	Danish People's Aid
ECCD	Early Childhood Care and Development
ET	Evaluation Team
FGD	Focus Group Discussion
FM	Field Monitor
GBV	Gender Based Violence
IP	Implementing Partner
KII	Key Informant Interview
KRI	Kurdish Region of Iraq
KRG	Kurdish Regional Government
MAG	Mines Advisory Group
NFE	Non-Formal Education
PDM	Post-Distribution Monitoring
SCI	Save the Children Iraq
TOR	Terms of Reference

## ACKNOWLEDGEMENTS

4points Group would like to thank the Harikar and ASB leadership teams in Iraq for facilitating our visit to Gawilan Camp on July 15, 2018 in order to conduct key informant interviews and focus group discussions with project beneficiaries and other stakeholders.

We would especially like to thank Mr. Heezil Khaleel, Roj Center Manager, and Mr. Nawzad Saeed Abdulrahman, Programme Operation Manager, for supplying critical literature and comprehensive project data for our use during the desk review and analysis.

Finally, we would like to thank the many stakeholders and beneficiaries who took part in the site visit and offered key insights during interviews and focus group discussions. Their feedback comprises an essential component of the present report; without it, we would have been unable to successfully evaluate the project or measure the effectiveness of Harikar's intervention.

## AREA OF EVALUATION

Gawilan Camp, Duhok Governorate, Kurdish Region of Iraq (KRI)

**GPS Coordinates:** 36.33849565 43.61581064

**Population:** 8,607 persons



Figure 1: Geographic Snapshot of Area for Evaluation

Source: United Nations High Commissioner for Refugees (UNHCR), 2018

<b>Gawilan Camp Population Distribution</b>			
<b>Age</b>	<b>Females</b>	<b>Males</b>	<b>Total</b>
0-4 years	646	634	1,280
5-11 years	807	885	1,692
12-17 years	484	554	1,038
			<b>4,010</b>

Table 2: Official Population Distribution, Gawilan Camp residents under 18 (as of June 30, 2018)

Source: KI#1, Deputy Camp Manager; Board of Relief and Humanities Affairs (BRHA), Duhok Governorate, KRI

## EXECUTIVE SUMMARY

### EVALUATION PURPOSE & OVERVIEW

In July 2018, 4points Group was contracted by Danish People's Aid (DPA) to conduct a final evaluation for the project "Increased Resilience of Syrian Refugees in Northern Iraq," funded by DPA through back-donor CISU/ DERF, supported by Arbeiter-Samariter-Bund Deutschland (ASB), and implemented by Harikar. As stated in the TOR (Annex 1), the overall purpose of the evaluation was to assess quality and accountability Harikar's humanitarian intervention in Gawilan Camp, Duhok Governorate, Kurdish Region of Iraq (KRI). In addition to the comprehensive evaluation of the DPA-Harikar project, strategic and operational recommendations will serve to improve subsequent project phases oriented towards resilience-based programming.

DPA established five evaluation objectives, namely:

1. To assess the extent to which the project has achieved its overall objectives and results (impacts, outcomes and outputs);
2. To evaluate if all project results outlined in project proposal were achieved in time, within budget and with quality;
3. To assess the extent to which the project has followed the Core Humanitarian Standard's 9 commitments;
4. To evaluate the applied Cash transfer programming approach/modality appropriateness and relevance to the current humanitarian situation in a Camp setting in Northern Iraq and the needs of the target group specifically;
5. To provide recommendations from lessons learnt to apply to project design and implementation method of project approach in future projects.

### FINDINGS

Main findings from the evaluation include:

- Harikar's Child and Youth-Friendly Space, Roj Center, provided critical child protection services to residents of Gawilan Camp, benefitting both children and parents through a robust and diverse offering of daily activities, events, awareness sessions, and subject-matter trainings. According to Harikar representative and project documents provided to the Evaluation Team (ET), more than 3,153 children, youth, and parents in Gawilan Camp participated in various educational, recreational, and resilience-based activities facilitated by Harikar at Roj Center during the project period, July 24, 2017 to June 30, 2018. Because the project had not yet ended at the time of the evaluation, this number does not reflect beneficiaries reached during the final month of the project, from July 1 to July 24, 2018. All numbers for June 1 to June 30, 2018 were verified by the ET against beneficiary records, namely, attendance sheets for all activities, trainings, and awareness sessions facilitated by Harikar at Roj Center. Beneficiary numbers for activities conducted from July 24, 2017 to May 31, 2018 were verified through a desk review of project documents (i.e., monthly reports) made available to the ET by Harikar project management.
- Overall, beneficiaries and stakeholders were very satisfied with the project's relevance and timeliness.
- Coordination and communication with stakeholders improved over the project period.
- Non-formal educational (NFE) enrichment classes at Roj Center were consistently identified by beneficiaries as among the most highly-valued services offered by Harikar; these classes also demonstrated concrete improvements in participants' academic achievement.
- Enhanced awareness-raising and further development of existing referral mechanisms between the C/YFS and other protection spaces at Gawilan would enable Harikar to meet additional priority needs expressed by the community through enhanced programme complementarity (e.g., provision of specialized PSS and related services).
- Additional educational and vocational course offerings would be welcomed by the community, especially courses focused on building beneficiaries' skills in technology and computer use.

### LESSONS LEARNED

- A systematic approach to identifying community needs (i.e., home-based visits and assessments) enabled Harikar to target activities toward these needs and increase awareness of Protection services among vulnerable populations in Gawilan Camp. Harikar should maintain and further hone this approach in the future, so as to meet additional priority needs as expressed by the community.
- Infrastructure at the C/YFS limited accessibility for at-risk and vulnerable populations (i.e., persons with disabilities) and should be taken into consideration in subsequent programming.

- Increased emphasis on pedagogical best practices for NFE and early childhood care and development (ECCD) classes could have mitigated implementation-related challenges pertaining to teaching quality and ensured higher-quality programming with greater impact.

## METHODOLOGY

Evaluation of the DPA-funded “Increased resilience of Syrian refugees in Northern Iraq” was carried out in accordance with the OECD/DAC Criteria. In doing so, it sought to assess the relevance, efficiency, effectiveness, impact and sustainability of the project implemented by Harikar from July 2017 to July 2018 at Gawilan Camp. The evaluation methodology was carefully designed to respond to the specific evaluation questions as outlined in the Terms of Reference (TOR), the accompanying nine Core Humanitarian Standards (CHS) principles, and the OECD/DAC Criteria above, as well as to provide insights into future decision-making for funding by Danish People’s Aid (DPA) and Civil Society in Development (CISU).

In conducting the evaluation, 4points employed a combination of methodologies to obtain primary data, including:

- **Desk review** of project materials, such as mid-term and monthly reports, lessons learned, distribution lists and attendance sheets, beneficiary satisfaction reports, training guides and teaching curricula, grant materials, photographs of project facilities, and other sources of reference that would validate their findings and conclusions. A complete list of the project documents can be found in the Annex.
- **Analysis of project monitoring data.**
- **Review of project documentation** and procedures.
- **Interviews with Harikar staff.**
- Three **key informant (KI) interviews.**
- One **focus group discussion (FGD)** with 10 (7 female, 3 male) beneficiaries and related stakeholders (i.e., parents of beneficiaries).
- A **site visit to Gawilan Camp** to facilitate direct observations from trained Field Monitors (FM) and cross-check information.

The evaluation was designed to be: 1) participatory, significantly engaging and giving voice to the perspectives, ideas, and experiences of the key stakeholders, and beneficiaries; 2) multi-dimensional, utilizing a variety of overlapping evaluation techniques to document, refine, and bring nuance to findings and recommendations; 3) *evidenced-based*, rooted in documented quantitative and qualitative results; and 4) useful, with the ultimate goal of informing future programming decisions by DPA vis-à-vis local implementing partners and presenting actionable recommendations for enhancing the relevance, effectiveness, efficiency, impact, and sustainability of subsequent humanitarian interventions. Ongoing engagement and dialogue with ASB and Harikar enabled the ET to refine evaluation questions, identify key informants, and generate findings that will provide DPA with useful recommendations for future programming.

FGD participants were randomly selected on the day of the site visit from among the Harikar’s project beneficiaries. A list of three Key Informants and their contact information was provided to the ET in advance of the site visit on July 15; Harikar took responsibility for contacting these individuals and ensuring they were available for interviews at the designated time. The KIs included Gawilan Camp’s Deputy Manager (KI#1), an activity facilitator from the Child/Youth-Friendly Space (KI#2), and a *mukhtar* (community leader, KI#3). Participants in the FGD comprised parents of child or youth beneficiaries or female beneficiaries (18 years or older) targeted through C/YFS activities. All data and information gathered from the KIIs, FGDs, interviews with IP staff was triangulated with documents and beneficiary records provided by Harikar and ASB. Such an approach ensured the integrity of the evaluation conducted. According to 4points’ established evaluation methodology, the ET verifies the last full thirty days of project activities. Due to the high volume of project documents for the current intervention and the time passed since initial activities, the ET verified all activities conducted from June 1, 2018 to June 30, 2018 only via the available documentation in the form of attendance sheets, etc.

In accordance with OECD/DAC Evaluation Standards, specifically pertaining to evaluation ethics (7.1), 4points ensured that sensitivity to gender, beliefs, manners and customs of all stakeholders was incorporated into the design and implementation of the evaluation process, and that this process was undertaken with integrity and honesty. Moreover, the rights and welfare of participants in the evaluation were protected at all times; anonymity and confidentiality of individual informants is assured, as is best practice for protection sector activities. As required by the OECD/DAC Criteria 8.1 pertaining to quality assurance, stakeholders were given the opportunity to comment on findings, conclusions, recommendations and lessons learned. The evaluation report reflects these comments and acknowledges any substantive disagreements. In disputes about facts that can be verified, the evaluators investigated, and the draft report changed if and where necessary.

## LIMITATIONS

Given the short time period allocated for the evaluation and the extensive scope of the project activities, the ET determined that it was infeasible to conduct more than a full day site visit. Therefore, in lieu of KIIs and FGDs with a larger number of stakeholders, the ET had to rely more extensively on Harikar project documentation and staff testimony, some of which (i.e., monthly project reports) was inconsistent, duplicative, or missing key components (i.e., gender and age-specific data). This made triangulation of the ET's findings more challenging. Moreover, the day of the site visit happened to be a holiday, as a result of which fewer activities were being conducted at the C/YFS. Several of the KIs initially identified for interviews were unavailable or were away from the camp; thus, the Team was required to identify new KIs.

Given the large volume of beneficiaries and the extensive number of stakeholders engaged over the life of the project, it is not possible to determine with absolute certainty that the findings in the report apply without exception to every single beneficiary and stakeholder's experience. However, the documentation provided to the evaluation team, as well as the insights gathered by the field monitors during the site visit, leads the ET to believe that conclusions contained in the present report drawn are broadly applicable to all beneficiary and stakeholder groups.

Despite the aforementioned limitations, feedback from the implementing partners and the ET's flexible, tailored approach to the evaluation generated a number of key findings, themes, ideas and suggestions which should prove useful to DPA, CISU, Harikar, and other implementing partners working in the child protection sector.

## FINDINGS & ANALYSIS

### OVERVIEW

According to key informant interviews and project documentation, Harikar reported that from July 24, 2017 to June 30, 2018, 3,153 total beneficiaries participated in activities and events, awareness sessions, and/or trainings at Roj Center, the DPA-funded Child and Youth-Friendly Space (C/YFS) in Gawilan Camp. According to Harikar project records (i.e., distribution lists) verified by the ET, an additional 3,957 beneficiaries took part in one cash distribution (winterization) activity implemented by Harikar in December 2017. The ET verified through distribution lists that 404 beneficiaries took part in a second, "Eid gifts" activity, following the end of Ramadan in June 2018. As part of this special distribution, beneficiaries received non-food items, including a coloring book and a letter book. FGD participants confirmed receipt of these items. The Harikar representative confirmed that juice and cake was distributed to beneficiaries as refreshments while they waited to receive the Eid gifts. The ET did not fully verify the 3,153 beneficiaries reported for all activities conducted by Harikar at the C/YFS during the project period, from July 2017 to July 2018.

KI#1 and four FGD participants verified that Harikar staff are available at the C/YFS from Sunday through Thursday, 8:30 to 16:00, during which time they receive children and supervise various activities. KI#1 stated that staff and facilitators are also available on Fridays and Saturdays from 10:00 to 12:00, in order to reach the largest possible number of participants at the C/YFS. KI#2 confirmed that Harikar's staff, consisting of eight individuals, is available at Roj Center from Sunday to Thursday, 8:30 to 16:00. However, she stated that facilitators and Harikar staff are available on Fridays and Saturdays from 9:00 to 12:00. Five FGD participants stated the same. The respondents reported that this is so that Harikar can include the largest number of children in activities and events facilitated at Roj Center. In regard to the Center's NFE offerings, FGD participants reported that Harikar usually conducted these courses in the early morning; during the afternoon students were given space to study. In addition, Roj Center receives children during the summer holidays in order to help them review some of their lessons.

### OBJECTIVE 1: EDUCATION – IMPROVED ACCESS AND QUALITY OF LEARNING FOR CHILDREN AND ADOLESCENTS

- From October 1, 2017 to June 30, 2018, 598 Syrian children beneficiaries (331 females, 267 males) participated in Non-Formal Education (NFE) courses at Roj Center in math and Kurdish, Arabic, and English languages. These courses were targeted to children aged 3-5 years. The ET verified beneficiary numbers for all NFE classes conducted from June 1, 2018 to June 30, 2018 by reviewing attendance sheets for these activities, during which time 60 children and youth (28 females, 32 males) participated in NFE classes offered at the C/YFS.
- During the same period, 367 Syrian children beneficiaries (183 females, 184 males) took part in Early Childhood Care and Development (ECCD) activities at the Center, where they learned the Arabic and English alphabets, numbers, and shapes. The ET verified beneficiary numbers for all ECCD classes conducted from June 3, 2018 to



June 30, 2018 by reviewing attendance sheets for these activities, during which time 40 children and youth (27 females, 13 males) participated in ECCD classes.

- According to Harikar project documents, from November 2017 to May 31, 2018, 410 child beneficiaries (all female) participated in mother/toddler sessions and discussed issues including gender-based violence (GBV) and how to deal with harassment, ignorance, stealing, and positive education and personal hygiene. 372 parent beneficiaries (209 females, 163 males) attended these same sessions. The ET verified that no mother/toddler sessions were conducted from June 3, 2018 to June 30, 2018.
- From December 2017 to June 2018, 266 Syrian children beneficiaries (166 females, 100 males) used the reading room established at Roj Center targeting children aged 3-5 years. The ET verified beneficiary numbers for all reading room use undertaken from June 3, 2018 to June 30, 2018 by reviewing attendance sheets for these activities, during which time 20 children and youth (20 females) utilized the reading room.
- From February to June 2018, 161 children (85 females, 76 males) engaged in individual study activities at the C/YFS, including Kurdish and English language and mathematics. The ET verified beneficiary numbers for independent study undertaken at Roj Center from June 3, 2018 to June 30, 2018, during which time 20 youth (12 females, 8 males) used the C/YFS for independent study activities.

*Beneficiary Selection* – The Harikar representative reported that beneficiaries were selected for trainings via teachers and administrators at two primary schools, Gawilan and Jagarkhwen, located inside Gawilan Camp. At these institutions, the poorest-performing students were selected in order to provide them with enrichment courses to improve their academic performance. All students participating in NFE classes at the C/YFS were residents of the camp. As reported in Harikar’s project documents and verified by a Harikar representative, the target groups identified for the activity were children and youth aged 6-12 years.

*Pedagogy* – KI#2 stated that trainings were conducted for staff at the C/YFS and that as a facilitator, she makes an individual effort concerning capacity-building and child development. However, both KI #1 and KI#2 stated that they did not know of any monitoring mechanisms that had been put in place during the project period to ensure staff and C/YFS instructors were adequately and properly trained to specifically conduct early childhood learning activities. The Harikar representative stated that teachers for educational enrichment (i.e., NFE) classes were mainly university and college graduates and that he believed them to have adequate experience to successfully complete their jobs. However, he reported that no plan or curriculum existed for the training of teachers or C/YFS staff involved with mother/toddler sessions, ECCD classes, or NFE courses. The ET also verified that all trainings conducted for staff and facilitators were non-pedagogical in nature, focusing on topics such as basic first aid. In regard to the lack of formal curricula for teacher and facilitator trainings, an ASB representative noted that the project was geared toward a more informal approach to capacity-building. She added that the informal approach taken by the C/YFS vis-à-vis staff and beneficiary training was designed to complement other, formal efforts, namely, those being undertaken at camp-run schools with which Harikar coordinated during the project period.

Despite the absence of a formal curriculum for teacher trainings, the representative noted that children’s educational levels have improved, as evidenced in feedback obtained from students’ teachers and the school administration. The ET verified an evaluation conducted by Harikar in May 2018, measuring students’ performance before and after attending NFE sessions at the C/YFS. 65%, 63% and 60% of the students in Arabic, English and mathematics, respectively, demonstrated an overall 30% or more increase in their grades following attendance of NFE courses in these same subjects. According to Harikar’s report, findings were based on official student records obtained from schools inside Gawilan Camp. However, it is important to note that no external evaluations were conducted by school officials or Gawilan Camp administrators to verify the effectiveness of Harikar’s NFE classes, nor did the ET verify the official records on which the report is based. KIs#1 and #2 also confirmed improved academic performance among children participating in NFE classes at Roj Center. The latter added that in addition to being able to correctly pronounce the letters in Arabic, English and Kurdish, children now enjoy attending school, and that older youth, many of whom have been out of school for many years, now have a desire to return.

All FGD respondents reported that their children participated in educational lessons (math, English and Arabic languages), and that these sessions rely on formal school curricula in order to improve their education level. Respondents added that Harikar also includes small children in educational programming, such as through the drawing and coloring activities and learning the Arabic and English alphabets. All FGD participants confirmed that they had participated and allowed their children to participate in educational activities at Roj Center. Four FGD participants stated that they attended literacy lessons at Roj Center and that they learned how to read and write through these courses. Five FGD participants added that they attend English language lessons [at the Center] in order to be able to follow up on their children’s school lessons at home.

KI#1 reported that the project’s demonstrated positive effects increased mothers’ willingness to send their children to the Center, and that participating children’s capacity was built through activities at the Center (e.g., learning letters, numbers, coloring, and drawing). KI#2 reported similar improvements in children’s capacity, saying, “We faced challenges in implementing activities for children aged 3-5 years, particularly in one case in which a child suffered from speech problems. However,

after visiting Roj Center and interacting with other children of the same age, he has become much better and can now pronounce his letters correctly.” She added that some of the children who come to the Center feel shy and very attached to their parents, but through interactions with other children and staying at the Center for extended periods during the day, Harikar staff noticed that they began opening up to others and overcoming these challenges. KI#3 stated that he did not have any information to report.

**Knowledge Change** – The ET verified that Harikar conducted post-activity evaluations for a sample of participants in mother/toddler sessions, designed to measure changes in knowledge. The evaluation was conducted by Harikar staff working in Gawilan Camp. 92% of women (13 total) correctly answered questions related to child development and behavior management, positive parenting principles, and child safety correctly post-activity, as opposed to 77% pre-training, an overall knowledge increase of 15%. (13 mothers participated in the survey).

## OBJECTIVE 2: CHILD PROTECTION – INCREASED ACCESS TO A PROTECTIVE ENVIRONMENT AND STRENGTHENED COMMUNITY-BASED CHILD PROTECTION MECHANISMS

- From October 1, 2017 to June 30, 2018, 107 Syrian children (65 females, 42 males) participated in youth clubs at the Center targeting beneficiaries aged 3-17 years, including activities such as sports, table tennis, music, and handicrafts. The ET verified that no youth club activities were conducted during the month of June 2018.
- From October 1, 2017 to June 30, 2018, 425 child beneficiaries (187 females, 238 males) utilized the open space at the Center, targeting beneficiaries aged 3-17 years, to undertake independent activities. The ET verified beneficiary statistics for June 3 to June 30, 2018, during which time 58 children and youth (33 females, 58 males) utilized the open space at Roj Center to undertake independent activities.

In order to meet community demand, Harikar expanded its hours to include two hours each on Fridays and Saturdays, 10:00 to 12:00. Four FGD participants reported that a primary reason for this was so that the Center could receive the maximum number of children. KIs #1 and #2 confirmed that the C/YFS operated by Harikar was open on Fridays and Saturdays from 10:00 to 12:00. As a result of the expanded hours, both confirmed that opening times for the Center are sufficient to meet community demand.

## OBJECTIVE 3: CHILD RESILIENCE PROGRAMME FOR CHILDREN AND PARENTS

According to project documents, Harikar facilitated nine child resilience workshops over the project period for a total of 151 child beneficiaries (55 females and 96 males): November 2017 (one workshop); December 2017 (two workshops); January 2018 (two workshops); February 2018 (one workshop); March 2018 (one workshop); and April 2018 (one workshop). The ET verified these numbers.

As defined in Harikar project documents, the purpose of the resilience workshops was to increase participants’ understanding of emotions and how to positively deal with them. Harikar also sought to increase beneficiaries’ understanding of internal (self-confidence, problem solving skills) and external (relationship with parents, peers) protective factors. Harikar’s resilience activities during the project specifically targeted children and youth (males and females) aged 10-12 and 13-15 years old.

According to a “Youth Resilience Programming Monitoring Report” compiled in January 2018 by Harikar, participants were asked to anonymously complete pre- and post-questionnaires in order to measure behavior change in five core areas: self-confidence, dealing with problems, relationships with peers, family, and overall satisfaction with the C/YFS. In this report, Harikar claimed that approximately 65 participants of mixed ages completed the surveys before and after various resilience-based workshops. The survey instrument developed by Harikar and verified by the ET measured changes in participants’ behavior and attitude based on the frequency with which respondents answered a series of “I” statements with “Always,” “Usually,” “Rarely,” or “Never.” The instrument included such questions as “When I face a problem, I take my time to think about what to do before acting” (Question #3), “I feel that the other youth accept me and support me” (Question #19), and “I view my school/center as a safe place” (Question #14). The report indicates that participants in resilience workshops facilitated at Roj Center demonstrated overall improvements in self-confidence, as well as increased capacity to deal with personal issues and improved familial and peer relationships.

## OBJECTIVE 4: TRAININGS FOR STAFF, PARENTS AND CHILDREN ATTENDING THE C/YFS

In reviewing beneficiary records and attendance sheets for trainings, the ET verified a total of 13 trainings conducted during the project period for Harikar staff and facilitators working at the C/YFS, parents, and children:

- According to a Harikar representative, in first aid trainings for C/YFS staff and management held on October 16, 2017 and October 18-19, 2017, a total of 13 staff members (8 females and 5 males) participated. The ET was only able to verify data from the October 16 training, and determined that 10 staff members were trained.
- According to a Harikar representative, nine staff participated in a communication training for C/YFS staff on February 2, 2018. However, using project records (i.e., attendance sheets), the ET verified that 10 staff members were trained.
- According to a Harikar representative, nine staff took part in a Sexual Exploitation and Abuse (PSEA) training held on April 30, 2018. However, using project records (i.e., attendance sheets), the ET verified that 10 staff members were trained.
- According to a Harikar representative, from January 1 to January 30, 2018, 72 children and parents (all female) attended four hygiene, health, and first aid awareness sessions. The ET did not independently verify these beneficiary numbers.
- In a series of trainings in June 2018, 180 Syrian refugee women beneficiaries participated in four workshops on children and women's rights, reproductive health and family planning, child development, and first aid. The ET verified these numbers by reviewing attendance sheets for the four sessions.

*Stakeholder Insights* – KI#1 stated that by providing mothers with awareness-raising courses, this project increased parenting skills and helped facilitate positive relationships between parents and children attending the Center. KI#2 reported that children's behavior and habits have changed during play; they stay away from violence and no longer yell or are aggressive with other children. She added that women, through the C/YFS, are exposed to new and important educational opportunities, stating that their children have become the reason that encourage women in the camp to learn.

*Knowledge Change* – The Harikar representative reported that no evaluations were conducted following trainings. The ET verified that Harikar did not conduct post-activity evaluations for any of the above listed trainings during the project period, with the exception of the basic first aid trainings facilitated for C/YFS staff. At this training, pre- and post-questionnaires were administered to participating staff to measure changes in knowledge; project documents indicate an overall 80% increase in awareness of basic first aid concepts among staff following the activity.

## OBJECTIVE 5: CASH DISTRIBUTION

Using distribution lists, the ET verified that 3,957 camp residents benefitted from Harikar's cash distribution activity in December 2017. Gender-disaggregated data was not available for verification purposes. The Harikar representative and all KIs and FGD participants confirmed that the cash was distributed directly to beneficiaries (parents), as part of a winterization campaign in December 2017. Harikar confirmed that the cash was specifically designated to enable parents to purchase warm clothing for their children. The cash modality was determined following the conducting of an assessment to determine the most appropriate distribution modality (cash or clothing). The results of the assessment indicated that beneficiaries preferred cash. Both the Harikar representative and project documents report that the cash value of each distribution for the winterization activity was approximately 11,000 IQD (9 USD).

In addition, a Post-Distribution Monitoring (PDM) report completed by Harikar in January 2018 generated a number of valuable findings. 8% of beneficiaries reported being informed of the cash distribution activity the day-of; 52% were notified only one day prior. Project documents indicate that *mukhtars* played an important role in disseminating information regarding the activity, with 41% of beneficiaries surveyed citing them as source of information. Because of a lack of sufficient notice, the effectiveness of the cash distribution process was complicated. Harikar reported several challenges faced in conducting the activity, including the inability of heads of households to attend the activity. Harikar also stated that some records had not been updated (i.e., to include newborns in the camp), and thus some beneficiaries did not have their registration cards on hand and could not receive the distribution. In addition to these challenges, beneficiaries reported having to stand in line longer on the third day of distribution, stating that Harikar's staff were late to the distribution site as a result of inclement weather on the road leading to Gawilan Camp.

Most critically, the majority of beneficiaries did not think that the allocated amount per child was sufficient to meet community needs, and that it limited the amount of clothing people could buy. Beneficiaries recommended increasing the amount to 30,000 IQD (25 USD) in future distributions. The organisation of distribution queues was also problematic, although Harikar reported that the organisation of cash (pre-marked envelopes) prior to the activity helped expedite actual distribution process. Moreover, beneficiaries reported that women and PWDs would have preferred the delivery of the cash to their home, rather than having to wait in line for it.

Despite the findings in the PDM report, the distribution process itself was overwhelmingly positive for beneficiaries, who cited the ease of access to the distribution point. FGD participants reported feeling very safe while collecting the cash and traveling home with it, attributing this to the overall safety in the camp resulting from the presence of camp management and security forces. Harikar's PDM report stated that 87% of beneficiaries believed the distribution site was accessible and

at an appropriate distance away [from their homes]. According to the PDM report, Harikar staff were friendly toward beneficiaries. KI#1 cited the project's cash distribution activities as particularly successful elements of the project.

While Harikar conducted a pre-assessment to determine the most appropriate modality (i.e., cash or clothing), the assessment ultimately did not accurately reflect the results of the distribution regarding beneficiaries' preference for cash versus clothing. When surveyed, beneficiaries stated that they would have preferred clothing to the cash distributed. However, when asked by the ET, all FGDs mentioned that cash is their preferred method of distribution for cash assistance. This difference can likely be attributed to the amount, which beneficiaries on the whole found insufficient to meet winter clothing needs. Of the sample 161 beneficiaries Harikar interviewed for the PDM report, approximately half used the money to purchase winter clothes for children. The remainder bought food, medicine, household items, or paid off debts. ASB's Country Director reported that the various gaps and challenges identified during and following cash distribution were taken into consideration in implementing subsequent activities.

In addition to the winterization activity in December 2017, stakeholders reported that Harikar utilized a conditional cash modality in select trainings for project beneficiaries. KI#2 stated that 11,000 IQD was distributed to all participants in a first aid training, a one-day event conducted over the course of five days with different participants each day. Similarly, women participants in a reproductive health training (five days total) received 36,000 IQD (30 USD) each, as well as those in the parenting and child development trainings. KI#2 also reported that following a three-day health course, 11,000 IQD was distributed to participants. The ET verified attendance sheets and distribution records for these trainings.

## OBJECTIVES AND RESULTS ACHIEVED – CHS 1, 2, 3, 4

### *Objectives and Outputs; Contributions to Lifesaving, Protection, Stabilization of Crisis-Affected Communities*

The child protection project "Increased Resilience of Syrian Refugees in Northern Iraq," implemented by Harikar in Gawilan Camp, Dohuk Governorate, KRI, successfully targeted and reached vulnerable Syrian refugee children aged 0-17 years, as well as parents of these children, through the construction of a Child and Youth-Friendly Space (C/YFS), Roj Center. In opening the first such space in Gawilan, Harikar contributed to the provision of critical lifesaving and protection services, including psychosocial support (PSS) programming, to vulnerable populations, most directly, Syrian refugee children and youth affected by civil war and displacement. In establishing a physical space in the camp specifically designed for these individuals, Harikar provided a first-of-its-kind facility for the more than 4,010 children and youth residing in Gawilan Camp. Through a robust intervention comprising diverse programming in child resilience, early childhood care and development, non-formal education, awareness-raising, and PSS, Harikar significantly contributed to the stabilization of a crisis-affected community of Syrian refugees.

According to Harikar project documents, KIs, and FGD participants, the intervention targeted children aged 0 to 17 years old residing in Gawilan Camp. KI#1, KI#2, and all FGD participants reported that all children in the camp were included in the project, in addition to mothers (women aged 18+ years), and that events and activities at Roj Center were targeted toward specific age groups, in accordance with the nature of the planned activities. The KIs confirmed that activities were targeted to children aged 3-5 years old, 6-13 years old, and 13-17 years old. The Harikar representative stated that the selection criteria differed by project objective; early childhood care and development (ECCD) activities targeted children aged 3-5 years old, who accompanied their parents to the C/YFS. Meanwhile, children 6-12 years old were targeted for resilience activities, PSS, and through the non-formal education courses provided at the Center. Children 12-18 years old were targeted for activities related to the various youth clubs and open space (self-directed). Finally, parents (specifically, women) over 18 years old were targeted for the trainings and awareness-raising sessions concerning reproductive health and family planning, women's and children's rights, child development, and first aid.

While Harikar provided initial targets for all activities to be implemented at the C/YFS, KI#1 reported that he did not have any information regarding how many beneficiaries were targeted for the project, nor how many beneficiaries ultimately received services. He stated that 10% of the total number of children inside the camp who met the selection criteria did not attend Roj Center and have not been registered. He attributed this to the dire economic situation experienced by their families as a result of the absence of job opportunities inside the Camp. He added that while child protection seeks to prevent child labour, the majority of children that did not attend activities at the Center were sent by their families to work in restaurants or grocery stores, or to hawk wares or beg in the streets. He reported that some of the children who work outside the camp are being exploited to work below the minimum wage. KI#2 also stated that she did not have any information regarding how many beneficiaries were targeted for the project, nor how many received services through it. Like KI#1, KIs #2 and #3 reported that there were beneficiaries who met the selection criteria but did not receive assistance through the project, attributing this to the remoteness of the C/YFS from beneficiaries' tents, the high temperatures outside, and because some children work outside the camp. KI#3 reported that he did not have any information regarding the number of beneficiaries targeted or reached through Harikar's project. Five FGD participants confirmed that some of parents

send their children outside the camp to work in order to make a living, in spite of Harikar's ongoing awareness-raising against child labour. Like the KIs, FGD participants attributed this phenomenon to the lack of job opportunities inside Gawilan Camp and the difficult living conditions faced by camp residents. In addition, six FGD respondents added that the lack of awareness among many parents makes them think that sending their children to the Center is unimportant and a waste of time.

Despite these findings, all KIs and FGD participants reported that the beneficiary selection process was adequate and effective. KI#1 attributed the process' effectiveness to the diversity of offerings at the C/YFS and the demonstrated need in Gawilan for a C/YFS. He added that parents have also benefitted from the many trainings and awareness-raising sessions at Roj Center, most notably, the literacy courses, as well as from the cash distribution (winterization) activity. In combination, these activities enabled a large number of parents and their children to participate in the project. FGD participants confirmed that the efforts made by Harikar in order to implement the project were substantial, enabling them to reach the greatest number of children in need and their parents, especially mothers.

In every programmatic aspect, Harikar seemed to meet or exceed the planned objectives and outputs for the project. The number of beneficiaries reached, according to the records that the ET was able to verify, exceeded the initial target numbers for C/YFS services, a fact that can largely be attributed to the absence of other child-friendly spaces in Gawilan and the significant demand among camp residents for child protection services. It should be noted, however, that in general, it was difficult for the ET to verify the total number of beneficiaries reached through Harikar's trainings, classes, and awareness-raising workshops at Roj Center. When requested by the ET, on several occasions Harikar reported different numbers for the same activities, some of which differed from the numbers previously reported by the Harikar representative interviewed during the site visit. Moreover, the numbers provided by Harikar during both the site visit and subsequently did not always precisely match the numbers contained in project documents (i.e., monthly reports). For certain activities, for example, the cash distribution (winterization), no gender or age-disaggregated data was recorded, thereby making it impossible to measure planned targets for these activities against the actual number of beneficiaries reached. The ET perceived a notable information gap among Harikar's implementing staff vis-à-vis the categorization of certain activities under specific objectives. Thus, Harikar was inconsistent in its reporting of key project data. In aggregate, this situation presented a significant challenge to the ET in terms of verifying the intervention's overall success in quantitative terms. However, based on the numbers provided for June 2018 alone, all of which were fully verified by the ET using supporting documentation in the form of attendance sheets, Harikar met the planned objectives and outputs for the project.

#### *Outreach to Vulnerable Groups<sup>1</sup>*

While no formal vulnerability assessment was conducted prior to the commencement of project activities, KIs stated that Harikar staff informed the community of the project selection criteria during visits conducted to beneficiaries' tents in October 2017 to identify priority needs. KI#2 added that the Harikar team (consisting of 3 males and 6 females) conducted an assessment to identify needs. This process lasted for two weeks, during which children were registered with the Center and their needs identified. KI#2 added that this information was collected through an assessment form containing beneficiary families' name, age, number of children, and when the family arrived at Gawilan Camp. However, there seemed to be some confusion as to who was responsible for applying these criteria, as KIs disagreed on who ultimately did so. KI#1 identified ASB as the organisation responsible for defining the target age groups, adding that camp management did not take part in application of the established criteria, but KI#2 reported that Harikar itself applied the selection criteria. KI#3 did not know who applied the selection criteria, nor did he report details regarding the involvement of community leaders in this process.

Outreach to vulnerable groups (i.e., women, the elderly, PWDs) was reported by KIs and FGD participants to be mixed. Generally speaking, outreach to women was more successful than that to PWDs and the elderly. KI #1 stated that special efforts were made by Harikar to meet the needs of women through its activities. Specifically, it did so by targeting mothers through special trainings and awareness-raising sessions. He also stated that while no consultations were specifically held with women in order to identify and include their needs, he believed it possible that previous consultations were held with the Protection and Education sectors more broadly, or that perhaps there had been coordination with the camp manager through Camp Coordination and Camp Management (CCCM) meetings and through this women's needs were incorporated into the activity. Five FGD participants confirmed that Harikar's consultative process included all family members, including the views of women. They added that Harikar's female staff played an important role in soliciting these views and in ensuring that women were represented during community consultations. However, KI#1 reported that he did not have any information regarding activities conducted by Harikar concerning persons with disabilities (PWD). Similarly, KI#2 reported that Harikar's consultative process included visits by Harikar staff (one female and one male) to beneficiaries' houses, during which entire families—men, women, and children—were asked their needs. She added that forms completed during these

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<sup>1</sup> CHS 4, "Humanitarian response is based on communication, participation, and feedback."

visits included specific questions regarding the presence and needs of PWDs. Four FGD participants confirmed that the consultative process and the community inventory conducted at the commencement of the project in July 2018 included a question pertaining to whether there were PWDs in the family.

### *Intervention Appropriateness and Relevance; Response Effectiveness and Timeliness<sup>2</sup>*

Beneficiaries spoke to the appropriateness and relevance of the project implemented by Harikar and expressed satisfaction with Roj Center and the challenges it helped address among children in Gawilan Camp. KI#1 and six FGD participants stated that Gawilan Camp contains a large number of children who are in need of attention and care, as many of them continue to suffer from isolation and trauma. The protracted war in Syria and the resulting displacement has affected families in numerous ways, leading to significant rates of school dropouts, engendering psychological problems, and creating many orphans. Because of this, KI#1 stated, Gawilan's residents needed child protection activities. KI#3 added that the project's implementation was timely, as recreational and psychosocial support is necessary for refugees in Gawilan to reduce their stress. KI#1 reported that the project was implemented in consideration of a request presented to BRHA, concerning the need to establish child-friendly spaces in Gawilan Camp and to implement specific activities for children aged 3-17 years. KI#2 stated that Harikar's project, by providing NFE (enrichment) courses, addressed key educational challenges faced by children in Gawilan, providing opportunities for the many uneducated children and youth in Gawilan who have been out of school for many years because of the war in Syria but who have a continued desire to learn. Similar to KI#1, KI#2 confirmed that there are many children in Gawilan who lack care and attention; children lack play spaces and classes in the camp's schools are overcrowded, containing more than 40 students each, which has caused many problems. She stated that at Harikar's C/YFS, educational classes contain maximum 20-22 students, which enables students to receive the care and individualized attention they require.

Overall, beneficiaries and stakeholders were satisfied with the project's relevance; however, KIs #1, #3, and four FGD participants all reported that priority needs of the community were only partially met through the activity. KI#1 suggested that more specialized psychosocial support, such as therapy, is necessary in order to adequately and appropriately support children attending the Center. He noted that these services were especially critical for children suffering cases of personal isolation and for those experiencing difficulty reintegrating into the community. FGD participants echoed this, stating that children need additional support and that Harikar should provide guidance counselors and psychiatrists to treat children with psychological problems.

Likewise, KI#3 stated that refugees need other important and essential services, in addition to the child protection activities and PSS that Harikar already provides. KI#1 reported that based on the feedback that camp management has received from beneficiaries, overall, he felt that the community is very satisfied with Harikar's project implementation. He added that Harikar's facilitation of NFE classes has led to concrete improvements in many students' educational levels. KI#2 also reported that she believes the community is very satisfied with Harikar's implementation of the project, agreeing that the NFE classes have improved children's academic performance. She also stated that the C/YFS provides a safe space for children to develop emotionally, and cited parents of children who attended the Center and claimed that as a result of the games and activities in which they are engaged, are calmer and less violent. While four FGD participants claimed that the C/YFS needs computer courses and noted that Harikar's small staff is insufficient to accommodate the large number of children who visit the Center, overall respondents reported that they were very satisfied with the project. Two FGD participants stated, "We are satisfied because our children's educational levels were improved; we were suffering from the poor education [offered] at the camp schools resulting from the huge number of students, up to 40 per classroom, in addition to neglect and a lack of follow-up by the teachers." Three FGD participants stated that through the courses at the Center (especially English language and literacy courses), they are now able to teach and follow up on our children at home, whereas previously they were unable to read or write.

While KI#3 stated that Harikar provided ramps in order to meet the needs of PWDs, FGD participants reported that no activity or events were provided for PWDs, and that PWDs have difficulty coming to the Center due to the far distance between the Center and the camp districts where beneficiaries live. The Harikar representative reported that accessible toilets are provided at the Center for PWDs' use, which the ET verified on the day of the site visit. The ET verified that the entrance to the C/YFS is not disability-accessible. However, one accessible toilet (with a wheelchair ramp) is present and individual caravans are accessible. There are no separate toilets for males and females at the Center (3 total).

All beneficiaries and stakeholders reported that the project was implemented on time and without delay. In addition, despite initial delays during the construction of the C/YFS as a result of a request from BRHA for changes to the design of the C/YFS, Harikar successfully implemented and fully executed all planned objectives on time and within the allocated budget. Similarly, political uncertainty surrounding the Kurdish independence referendum in September 2017 did not have any

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<sup>2</sup> CHS 1 and 2, "Humanitarian response is appropriate and relevant; humanitarian response is effective and timely."

discernible effects on Harikar's timely execution of the project. and all KIs confirmed that they did not have any contextual information to report that affected activity implementation.

*Strengthening of Local Capacities; Increasing of Community Preparedness, Resilience, and Reduction of Risk; Community Participation; Organisation Efforts to Ensure Communication, Participation and Feedback<sup>3</sup>*

Through implementation of targeted trainings and the provision of NFE and ECCD classes, Harikar's intervention strengthened the educational, emotional, physical, and financial capacities of vulnerable children and youth in Gawilan Camp, as well as their parents. Overall, beneficiaries and other stakeholders believe the project has been successful, reduced the vulnerability of at-risk populations, and built beneficiaries' resilience. Specifically, the Harikar representative stated that the purpose of the project was to provide educational and recreational activities for children and youth in a protective space and to raise beneficiaries' awareness of key topics affecting children and families. The representative added that the provision of PSS for individuals at the Center enabled them to begin recovering from the negative effects of their displacement and to overcome trauma inflicted on them by the war in Syria.

As a result of the educational activities implemented during the project, student participants in Harikar's NFE classes experienced significant improvements in their academic performance. In addition, beneficiaries who attended child resilience and PSS activities at Roj Center demonstrated positive behaviours vis-à-vis their families, particularly in regard to interpersonal relationships and relationship-building. The Harikar representative reported that during implementation of the project, organisation staff noticed children's improved dealings with parents, friends, and the community writ large. The representative also reported that mothers of children attending the Center have noticed similar changes at home. The ET verified project documents, specifically, educational evaluations conducted by Harikar with schools in Gawilan Camp, that indicate improvements in children's grades.

KI#1 noted that beneficiaries inside the camp have expressed satisfaction with the project. He cited the provision of cash assistance for course participants at Roj Center, and the cash distribution (winterization) activity in December 2017 as particularly successful elements of the project. KI#2 also stated that she considers the project very successful because the assessment process conducted by Harikar identified community needs. She added children's willingness and demonstrated desire to come to the Center as another aspect of the project's success, noting that children are active and full of energy at the Center, and want to stay longer. She also stated that many beneficiaries have expressed their satisfaction with the Center, specifically regarding the NFE offerings. She cited Lamia, a mother of one whose daughter who is in the first grade, saying, "*Lamia told me that once when her daughter came to her and asked for help with one of her lessons she was I very sad that she could not help her, being illiterate. But after she came to the Center and attended the literacy classes regularly, a few months later she was able to read and write and can now help her daughter with her studies.*" KI#2 added that the project's success could also be seen in the tremendous response of the mothers who come to the Center and attend awareness-raising sessions and the various courses, despite the high temperatures outside and their household work. She added that sometimes the mothers bring their babies with them to the Center. KI#3 stated that the support Harikar provided women and children through the project was its most successful aspect.

Three FGD participants stated that their children have become more stable and quieter at home because of their attendance at Roj Center, which provides them both educational enrichment and space to personally develop. Three FGD participants added that Roj Center is safe for children, that it is easy and safe to reach, and that all the events and activities provided are very good. FGD#5 commented that the project has been very successful because "*my child was bad and had poor English language skills, but after visiting the Center and participating in the non-formal education lessons in English, his grades and overall educational level have improved very good.*" The respondent added that these improvements are an indication of successful implementation. FGD#8 added, "*my child is nine years old and he cannot read or write, but after attending education lessons at Roj Center, he has now learned to do both.*"

Three FGD participants stated that parents also benefited from Center activities, including the health and first aid courses. Four FGD participants stated that as a result of these trainings, they learned how to deal with commonplace and emergency matters, such as applying first aid (i.e., cleaning wounds, dealing with burns and bloody noses) and treating heatstroke, a common ailment among children in the camp. Five FGD participants further added that health courses offered by Harikar taught them how to prevent infectious and non-communicable diseases, stating that they suffer from or are exposed to certain types of diseases inside the camp due to a lack of cleanliness and low community awareness, such as allergies, scabies and urinary diseases. FGD participants added that the training topics in reproductive health have helped maintain the health of women during pregnancy and family planning.

The Harikar representative added that the majority of individuals employed by the project were from the local community or are camp residents. In this way, Harikar is providing livelihoods opportunities to camp families and increasing their financial resilience. The representative added through coordination with other organisations operating in the child protection space

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<sup>3</sup> CHS 3, "Humanitarian response strengthens local capacities and avoids negative effects."

in Gawilan, Haikar has helped implement a referral mechanism for the most serious cases (i.e., gender-based violence) to a protection center supported by UNHCR.

In order to ensure communication and participation and solicit programmatic feedback throughout the period of project implementation, Harikar conducted a number of beneficiary satisfaction activities consisting of targeted focus group discussions with C/YFS attendees and participants. In addition, the Harikar representative and all FGD participants engaged during the ET's visit to Gawilan Camp reported that beneficiaries were told what the content of activities at the C/YFS were before they participated in it or allowed their children to do so. It should be noted, however, that on the day of the site visit, the ET spoke with a concerned stakeholder, an activity facilitator for the C/YFS and a member of the camp community, who expressed her dissatisfaction with the management of Roj Center staff. She reported that as a facilitator, she felt her job was pointless because project advisors on Harikar's staff did not accept suggestions from the facilitators regarding how activities could be improved.

## COORDINATION AND RISK MANAGEMENT – CHS 3, 6

### *Stakeholder Coordination and Complementarity<sup>4</sup>*

During the project period, Harikar coordinated with various bodies inside Gawilan Camp to ensure timely and effective implementation,<sup>5</sup> including the CCCM team. Harikar routinely collaborated with other humanitarian organisations, such as the International Committee of the Red Cross (ICRC), to implement trainings (e.g., a training on sexual exploitation and abuse, June 2018), and with UNHCR for referrals to a non-DPA funded Harikar protection center. While early on, information asymmetries affected communication between Harikar and its stakeholders, overall the organisation's coordination efforts greatly improved over the course of the project period.

KI#1, Deputy Camp Manager at Gawilan, reported that his role is to coordinate with implementing organisations and to supervise activities in three sectors: health, education, and protection. He added that he serves as the point of contact for coordinating with Harikar concerning activities implemented at C/YFS, responsible for providing the organisation with up-to-date beneficiary data. He stated that Harikar provided camp management with monthly work plans, which were designed to be discussed [together]. KI#1 reported that at the start of the project, Harikar consulted and coordinated with BRHA to discuss the mechanisms for activities' implementation. He stated that a need was identified for child protection activities and that BRHA directed Harikar to the Gawilan Camp as it is one of the camps that is in greatest need. The KI stated that he was contacted by BRHA and informed of the project, as there are other organisations addressing child protection issues in the camp, specifically, Save the Children Iraq (SCI), ACTED, and the Department of Labor and Social Affairs (DoLSA). Despite his significant role in coordinating camp-wide activities, however, the KI stated that he did not know whether Harikar had held any direct consultations with camp residents during the project planning phase. KI#3 similarly reported that Harikar did not conduct any consultations with the community but stated that Harikar staff are always available during operating hours at the Center. It was noted by ASB's Country Director that both the Camp Manager and Deputy Camp Manager at the time of the ET's site visit were newly-employed; thus, they were not present for key phases of the implementation process, namely, the project planning phase and during construction of the C/YFS.

Further regarding Harikar's coordination with camp management, KI#1 stated that while communication was not as robust as it could have been during the project's initial planning and implementation phases, at the time of the project's conclusion in July 2018, coordination had markedly improved. He reported, “[During] the first phase, there was relatively poor-quality coordination between the C/YFS and the camp management. We did not receive sufficient information regarding the Center's activities and projects. There were [also] some problems with the cash distribution (winterization) activity, between the Center manager and the camp management. In general, the coordination was not at the required level and we were not fully satisfied with the Center's coordination with us.” However, KI#1 continued by saying that during the second phase of the project's implementation, namely, following the recruitment of a new project manager, “[Harikar's] coordination with the camp management improved gradually and reached the required level. Camp management was informed of the Center's [various] activities and projects, such as the expansion of the Center, events for World Refugee Day event and Children's Day, [and] Eid gifts for children. Toward the end of the project, there was perfect coordination between the C/YFS (Harikar and ASB) and the camp management.” KI#1 also noted that “until now we are having discussions and proper coordination pertaining to the future of the Center.”

KI#2 reported that at the start of project, a team from Harikar consisting of one male and one female visited camp residents in their homes and spoke with them regarding the construction of a C/YFS and the implementation of child-friendly activities in Gawilan. She added that beneficiaries were given an opportunity to discuss their needs with Harikar. KI#2 stated that the idea (for a C/YFS) was accepted in the community because they prefer that their children have a safe and good place to go

<sup>4</sup> CHS 6, “Humanitarian response is coordinated and complimentary.”

<sup>5</sup> CHS 2, “Humanitarian response is effective and timely.”



instead of being in the streets. She added that children love the teachers and are attached to them, because they provide them with full care at the Center.

Four FGD participants confirmed that at the beginning of the project's implementation, Harikar staff consisted of nine individuals (three males and six females), who conducted field visits to beneficiaries' tents. Harikar staff were divided according to each district into teams (male and female) in order to conduct an inventory for families residing in the camp. The staff members brought a form with them when they visited beneficiaries, which included the name of the Head of Household (HOH), camp district number, the total number of the family members, the total number of the children in the family, and the number of PWDs in the family (if any). The planned activities for the C/YFS were explained to the families. Staff also explained the benefits of these activities, including NFE, for the children. Four FGD participants added that during the field visits, approval was obtained from all parents prior to their children's participation in activities at Roj Center. Two FGD participants mentioned that because Gawilan is an older camp containing of large population and consisting of five districts (A-E), Harikar staff took samples of families living in each district during the initial inventory, to whom they asked questions about the community needs. Special attention was given to educational and child protection-specific community needs that could be met through activities and events at Roj Center.

KI#1 reported that as the primary objective of this project was community development and child care, the project had warranted more initial consultations and discussions with concerned stakeholders, like camp management, to discuss the activities and to avoid repetition in its activities. He noted that this was especially important given the presence of other organisations inside Gawilan Camp working in the child protection sector who were implementing almost identical activities as Harikar. However, KI#1 did not provide any specific examples of duplicative activities and upon review of project documentation, the ET found that Harikar collaborated with other humanitarian actors inside Gawilan Camp to ensure complementarity of services and activities offered through the C/YFS and other projects, such as those being implemented by SCI, DoLSA, and a separate Harikar protection center (not funded by DPA). Notably, a Community Mobilizer from SCI reported that his organisation experienced strong coordination with Harikar; through Roj Center, Harikar provided SCI the opportunity to utilize its space in order to conduct various clubs and activities. He also noted that SCI and Harikar collaborated to implement activities for World Refugee Day and Children's Day, and that Harikar referred a number of beneficiaries' cases to SCI for further services.

KI#2 stated that she believes that Harikar fully identified all community priority needs through its consultation process with beneficiaries, as all requirements and needs that were requested during Harikar's home visits have since been implemented. KI#2 reported that she is very satisfied with the level of consultation, coordination and communication between Harikar and the community. She attributed her satisfaction to Harikar's efforts during the planning phase for the project, stating that through home consultations and visits to beneficiaries, Harikar identified community needs. KI#3 stated that priority needs were somewhat identified and included in the project. He added that people need more than the simple things Harikar's C/YFS provides, due to the difficulties they faced where they left Syria and all their belongings. He stated that as now they are refugees, they are in a very difficult situation, and that their level of poverty does not allow them to either leave the camp nor travel to other countries [to seek better opportunities]. However, he reported that he is satisfied with the level of consultation, coordination, and communication between Harikar and the community, stating that while Harikar did not coordinate with the community, coordination was conducted with the camp management, and as a result people benefitted from the project.

All FGD participants stated that they were very satisfied with the level of consultation, coordination, and communication between Harikar and the community. They stated that their needs as expressed to Harikar during initial visits to beneficiaries were fulfilled, in addition to the consultative process, as all family members were included. FGD participants commented that in addition to sometimes being beneficiaries themselves, that they consulted Harikar staff during their attendance at Roj Center events concerning the possibility of providing their children with educational courses and NFE lessons for subjects in which they were relatively poorly. Participants noted that Harikar's staff was usually response to their requests. Five FGD participants stated that priority needs of the community were fully identified and included in the project. They elaborated that through Harikar's efforts at the beginning of the project, the organisation fulfilled all beneficiary needs. They added that beneficiaries were able to submit their views and offer suggestions during the field visits and the consultative process, as a result of which many courses and NFE lessons, were incorporated into the Center's activities and these priority needs put into effect. Five FGD participants stated that although the field visits did not cover all beneficiaries' tents in the camp (as they only took a sample from each of the five districts), Harikar's staff successfully identified priority needs through the consultative process concerning education and protection activities, specifically, what each family needed (i.e., awareness sessions on issues like health and domestic violence).

A Harikar representative likewise reported ongoing coordination with other organisations working inside Gawilan Camp, notably, SCI, DoLSA, Mines Advisory Group (MAG), and a UNHCR Community Listening Center (CLC), to establish referral mechanisms for certain beneficiary cases, specifically those for which the C/YFS did not have the capacity to address. The ET found that referrals were similarly made by other organisations (i.e., SCI) to Harikar's C/YFS. In this way, the project demonstrated Harikar's activity complementarity with other humanitarian actors at Gawilan Camp, as well as programme

staffs' concrete efforts to meet beneficiaries' identified protection needs. Likewise, the ET found that coordination existed between Harikar and schools in Gawilan Camp, in order to refer students to the C/YFS for enrichment/NFE courses. The ET verified referral documents containing the names and basic demographic information of students who benefitted from NFE classes at Roj Center. In addition to providing monthly reports to camp management (the protection department) in order to facilitate dialogue and maintain transparency, Harikar's C/YFS Manager also paid regular visits to the camp and deputy camp managers in order to update them on the project's progress. Similarly, the Harikar representative stated that camp management routinely paid visits to Roj Center to monitor activities. While a Harikar representative reported that the organisation was not involved in a kick-off meeting in February 2018 between camp management and other NGOs, they took part in a second meeting on May 22, 2018 to plan a celebration for Children's Day. The representative also stated that Harikar was involved in planning and implementation of a World Refugee Day celebration in June 2018, for which they convened a meeting on June 6. Harikar brought together DoLSA, SCI, and UNHCR's CLC at a coordination meeting and subsequently organised a ceremony with the participation of the aforementioned actors. The Harikar representative stated that the PDM, lessons learned, and other reports were not shared, and that doing so was not required by camp authorities.

#### *Security and Risk Management*<sup>6</sup>

Harikar maintained a Risk Management and Mitigation Plan throughout the project period which guided the implementation of their activities. One of the risks identified was the harming of beneficiaries. Harikar identified as a risk mitigation strategy informing stakeholders and beneficiaries of the project and providing a list of participants to the community.

When interviewed, all KIs and FGD participants confirmed that the project did not cause any physical, social, safety, or economic harm to individuals or the community. They also confirmed that the project did not cause any disputes or community conflicts. KI#2 added that due to certain social and tribal traditions present in the community, there was initially some opposition from some parents towards allowing their girl children to attend activities at the Center. However, following events conducted at the C/YFS and after the community began discussing about these events throughout the camp, many became convinced that the Center is a safe place. Subsequently, KI#2 noted, the girls were sent to the Center. Male FGD respondents stated, "All the staff working in this project treat us very well and with respect, and seriously consider our views and suggestions." Similarly, female FGD respondents reported, "Harikar's staff treat us with all respect; they are good staff who have stamina and patience, because they handle all kinds of child behavior throughout the day, and always treat them with care and attention."

## MONITORING AND LEARNING – CHS 5, 7

When asked for what changes or adjustments should be made were Harikar to implement the project again, KI#1 recommended to expand the C/YFS space in order to accommodate additional beneficiaries. He also recommended that Harikar increase the number of staff it employs at the C/YFS. KI#1 added that Harikar's implementation of child protection activities needs more study, specifically concerning the development of children's personalities, as well as in all other respects. He added that such activities required a professional pedagogical and educational staff. KI#1 reported that all activities implemented by Harikar, from the events to courses and awareness sessions, are very useful to the community. He stated that the NFE classes are beneficial as well, and that overall, there was no part of the project that was not useful.

In regard to changes or adjustments to the project were it to be implemented in the future, KI#2 stated that Harikar should provide computer courses (basic skills) for children. She added that Harikar should continue with English language courses, adding more advanced levels taught by specialized teachers. KI#2 also suggested that Harikar open a second caravan at the center of District A in Gawilan Camp, as the C/YFS is located far away and thus children face difficulties in reaching it during high temperatures (summertime). KI#3 did not recommend any changes or adjustments to the project. FGDs recommended to expand the Center, to increase the number of staff so that children living in the camp can be given more opportunities to participate in activities and events; to include PWDs within the Center's activities and to prepare qualified staff and special devices to care and look after children with PWDs, so that they can participate on an equal footing with healthy children; to provide guidance counselors for children and parents to identify their problems and find appropriate solutions; to provide learning games for children, specifically for certain issues like cooperation and love for others; to employ university graduates as teachers, in the English language courses at all levels; and to provide computer courses for children and adults. All FGD participants stated that they hope that the health and hygiene courses at the Center will continue, as many women are interested in attending.

#### *Systemization and Sharing of Learning*<sup>7</sup>

<sup>6</sup> CHS 3, "Humanitarian response strengthens local capacities and avoids negative effects."

<sup>7</sup> CHS 7, "Humanitarian actors continuously learn and improve."

A Harikar representative reported that management met with programme staff on a weekly basis. Facilitators' concerns and comments were raised through regular collective and one-on-one meetings, emails and phone calls. From the project documents provided and conversations the ET conducted with stakeholders, it was unclear how learning generated during the project's implementation was being systematized and shared more broadly. While a Harikar representative noted that project successes are shared externally, it was unclear to the ET what processes were in place to foster increased intervention effectiveness and sustainability or to foster iterative learning at the programmatic level.

### *Feedback and Complaint Mechanisms<sup>8</sup>*

During the project period, Harikar maintained several mechanisms by which beneficiaries could submit complaints and offer their suggestions. However, awareness of these mechanisms varied among stakeholders. The ET verified two onsite signs, one hung at the entrance (on the fence) of the C/YFS, and another near inside the Center itself, advertising a hotline number for beneficiaries' use. While KI#1 reported that no complaints mechanisms were provided by Harikar, he explained that beneficiaries commonly submitted complaints via the CCCM team. He also cited *mukhtars* as a mechanism by which beneficiaries' complaints were conveyed to camp management. KIs #2 and #3 both confirmed the presence of the hotline number hung on the entrance to the Center, with the former adding that beneficiaries had the option submit their complaints directly to Harikar's staff at the Center. KI#3 similarly reported that beneficiaries could also submit complaints directly to the camp management as well as directly to Harikar staff. FGD participants were unaware of onsite complaints mechanisms, including the hotline, but stated that beneficiaries could communicate directly by submitting complaints to staff members at Roj Center.

All KIs reported that they did not have any information regarding complaints that the community had raised with Harikar, nor if or how these complaints had been resolved. However, the ET verified that Harikar maintained records of all complaints made by beneficiaries throughout the project period. In addition to the names and contact details for each complainant, Harikar noted what actions had been taken to address the issues raised, as well as when the action was taken. When the ET followed up with beneficiaries to inquire as to their satisfaction with actions taken by Harikar following submission of their initial complaint. One beneficiary stated that his two daughters were refused registration in C/YFS trainings on three separate occasions. Harikar staff informed him that the reason was because the trainings were full. Although Harikar staff promised to register them subsequent times, each time his daughters went to the Center, they were not allowed to register. While the ET attempted to contact three other beneficiaries who Harikar reported had also made complaints, they were either unavailable, the number was incorrect, or the individual stated that she had not made a complaint.

KI#1 reported that a key challenge encountered during implementation of the project was that demand exceeded supply; an inadequate number of beneficiaries were targeted for the site as more people met criteria than could be selected. KI#1 stated that despite considerable efforts made by Harikar from 8:30 to 16:00pm, there is a continued challenge to meet the needs of all potential beneficiaries because of the small area allocated for the C/YFS. This has led to a situation in which not all children [who want to be included in activities] can be received at once. KI#1 did not have a response when asked what actions were taken by Harikar or the community to overcome these challenges. KIs #2, #3, and all FGD participants reported that no challenges were encountered during implementation of the project. An ASB representative stated that despite the unanticipated demand from beneficiaries, Harikar optimized the space that was available and took concrete steps to ensure the greatest number of children possible were reached through the C/YFS.

Based on project documents, specifically, a "lessons learned" report compiled by Harikar and regular monthly reports, the ET concluded that significant oversights were made in the construction of the C/YFS, some of which impacted the project's ability to reach at-risk and vulnerable groups. As previously stated, the Center is not fully accessible to PWDs, as the only way to enter the C/YFS is via a set of stairs. Moreover, the small size of the Center as originally constructed limited Harikar's capacity to conduct activities with all eligible beneficiaries, a particularly notable finding in light of the demonstrated demand from beneficiaries for child protection services and resilience-based activities. Outside space is also limited, so most activities were restricted to indoor space provided by the three activity caravans. Structurally, the floors inside the caravans are made of wood, and thus ill-equipped for more high-impact activities (i.e., dancing, jumping). No kitchen or storage spaces were included when the Center was constructed. A kitchen and several storage units have since been installed. It should also be noted that Harikar took concrete steps to address space-related challenges in order to accommodate greater numbers of beneficiaries, namely, expanding C/YFS hours to include Friday and Saturday mornings. In doing so, they successfully met demand for their services and ensured beneficiaries' opportunities for accessing the Center were optimized. It should likewise be noted that while demand greatly exceeded that which Harikar and ASB anticipated for the project, all target numbers were reached according to those provided initial proposal and planning documents (i.e., logframe).

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<sup>8</sup> CHS 5, "Complaints are welcomed and addressed."

## RESOURCE MANAGEMENT – CHS 8, 9

In order to ensure that expenditures were consistent with planned activities, Harikar's Project Manager, a Financial Manager from ASB, and an internal project auditor conducted bi-weekly meetings. In addition, all vouchers and procurement processes adhered to the following four-step procedure: 1) request by Project Manager, 2) purchase through official procurement, 3) payment by Financial Manager, and 4) verification by organisational auditor. All expenditures exceeding 499 USD adhered to a minimum three-quotation rule.

In accordance with the agreement signed between Harikar, the donor organisation (DPA), and supporting partner ASB, Harikar maintained a sound financial system, policies and procedures.<sup>9</sup> ASB's Financial Manager audited and oversaw monthly financial reports, which were required to be accompanied by original receipts. Likewise, all vouchers for beneficiaries had to be validated with an individual's signature (name or thumbprint), official identification, and his or her UNHCR registration number.

## SYNERGIES

A Harikar representative reported that the vision of the project was to integrate advocacy and children's rights principles with broader capacity building efforts in order to target the needs of the community. An exit strategy was developed for the project whereby trainees and beneficiaries will continue running Roj Center, following an official handover from ASB and Harikar. This plan, if implemented effectively, will ensure longer-term provision of key, lifesaving services to an at-risk community and sustainability of the successes achieved during the project period.

In order to externally share and celebrate project successes, activities conducted at Roj Center, along with photos, were posted on NGO Coordination Committee for Iraq (NCCI)'s website, a project Facebook page, and Harikar's website. Most recently, project-related were highlighted in ASB's Bi-Weekly newsletter (June 1-15, 2018).

## CONCLUSIONS

### OBJECTIVE 1

- Through educational and awareness-raising activities, the project generated concrete successes vis-a-vis lessening the vulnerability of the targeted beneficiary groups and in strengthening their resilience.
- The provision of non-formal education (NFE) enrichment courses was consistently identified as a highly-valued service offered by Harikar and generated concrete improvements in participants' academic achievement and intellectual development.
- More specialized PSS and protection services (i.e., therapy) and additional educational and vocational courses (i.e., technological and computer skills) would enable Harikar to meet additional priority needs expressed by the community.

### OBJECTIVE 2

- Despite initial delays in construction of the C/YFS, Harikar implemented the project on time and within budget, meeting or exceeding all project objectives.
- All initial target numbers for the project were met or exceeded. However, as demand exceeded supply of the services Harikar was capable of offering in the C/YFS, as a result additional beneficiaries were sometimes turned away or denied opportunities to participate in trainings.
- The capacity of the ET to fully verify beneficiary numbers was made difficult by inconsistencies in key project records (i.e., monthly programme reports).

### OBJECTIVE 3

- The project successfully adhered to Protection-related and do-no-harm principles, strengthened local capacities and provided an onramp for beneficiary enrichment both personally and in relationship with others.
- While complaints were welcomed and mostly addressed by project staff, further awareness among beneficiaries and the development of more effective internal and external feedback loops is necessary to ensure community input in all aspects of programme planning and implementation.
- While Harikar made efforts during the implementation period to conduct periodic reviews and assess beneficiary satisfaction, it is unclear how findings generated learning within the organisation or shifted programmatic approaches to activities at the C/YFS.

<sup>9</sup> CHS 9, "Resources are managed and used responsibly for their intended purpose."

- Community needs identified and addressed by Harikar were well-received by the community and services at the C/YFS reflected consultation processes undertaken at the beginning of the project. However, the needs of certain at-risk sub-groups, particularly PWDs, were not fully considered nor addressed during implementation.
- While staff were mostly supported to do their job effectively and were treated fairly and equitably, relations between certain key staff (i.e., facilitators) and project leadership was not fully optimized.

#### OBJECTIVE 4

- The cash modality was a partial success, as the amount of money distributed to beneficiaries for winterization was insufficient to meet community needs.
- The needs of the target group were not fully identified in Harikar’s consultation processes as many beneficiaries opted to use the money distributed for winter clothing for other priority needs.

#### OBJECTIVE 5

- Communication between relevant stakeholders during the project period was not fully optimized and as a result, opportunities to coordinate closely with other stakeholders and organisations operating in the child protection and education sectors were hindered.
- Information asymmetries limited community participation during implementation.
- *Mukhtars* and other community leaders were neither fully intentionally targeted nor fully utilized to play a key role in awareness-raising activities.
- Organisational emphasis on knowledge management and recordkeeping limited opportunities for iterative learning and prevented more targeted service provision to address high-risk and vulnerable groups (i.e., PWDs).

### CORE HUMANITARIAN STANDARDS

#### CHS 1: HUMANITARIAN RESPONSE IS APPROPRIATE AND RELEVANT.

Harikar’s systematic approach to identifying community needs (through direct community consultation and ongoing assessments) ensured a humanitarian response that was appropriate and relevant for targeted beneficiaries. Such an approach likewise facilitated the implementation of a robust portfolio of activities that met critical protection needs not addressed by other humanitarian actors at Gawilan Camp.

#### CHS 2: HUMANITARIAN RESPONSE IS EFFECTIVE AND TIMELY.

As reflected in beneficiary and other stakeholders’ overwhelmingly positive feedback vis-à-vis the C/YFS and its activities, Harikar contributed in key ways to the effective provision of lifesaving and stabilisation needs for at-risk and vulnerable populations, most directly, Syrian refugee children and youth. Importantly, Harikar’s response was timely, given the demonstrated need for child protection and PSS services among targeted beneficiaries, as well as the destitute situation of Syrian refugees in Northern Iraq more broadly. Individual activities (i.e., cash distribution/winterization), as well as the approach taken in planning these activities (pre- and post-assessments) further demonstrate Harikar’s cognizance of the need for a targeted, effective, and timely response to community needs.

#### CHS 3: HUMANITARIAN RESPONSE STRENGTHENS LOCAL CAPACITIES AND AVOIDS NEGATIVE EFFECTS.

Harikar’s humanitarian response avoided potential negative effects through the development of, and adherence to, a risk mitigation and management strategy. Indeed, Harikar’s project served to directly strengthen local capacities, namely, those of children and youth participating in Roj Center activities, as well as their parents and families. Harikar’s approach demonstrates a clear programmatic “ripple” effect, whereby children and youth have served as conduits to affect positive change in their homes. In this way, the humanitarian response taken by the organisation is driving long-term social change, transforming community attitudes, and contributing to the strengthening of capacities among communities in Gawilan.

#### CHS 4: HUMANITARIAN RESPONSE IS BASED ON COMMUNICATION, PARTICIPATION, AND FEEDBACK.

Harikar's humanitarian response reflects its efforts to foster communication with both beneficiaries and stakeholders, including fellow humanitarian actors and implementing organisations, to facilitate participation of beneficiaries in both consultative and implementation processes, and to continuously solicit feedback in order to improve project activities. Throughout both planning and implementation, Harikar worked to identify, assess, and address community needs, most often through direct engagement with individuals attending the C/YFS and their parents or guardians. Harikar's successful humanitarian response in this regard is also reflected in its approach to project close-out, whereby a plan to facilitate the transition of the C/YFS from donor-funded to volunteer-managed has been operationalized.

#### CHS 5: COMPLAINTS ARE WELCOMED AND ADDRESSED.

During the project period, feedback was welcomed by Harikar, who maintained both formal and informal mechanisms by which beneficiaries could submit complaints or offer their suggestions for improvement: onsite signs advertising a hotline number and direct interactions with C/YFS staff. Specifically, Harikar maintained records of all complaints made by beneficiaries throughout the project period in an Excel file provided to the ET for verification purposes. In addition to the names and contact details for each complainant, Harikar noted what actions had been taken to address the issues raised, as well as when the action was taken. Awareness of formal mechanisms (i.e., the hotline) could be improved in future programming, as FGD participants (beneficiaries) engaged by the ET reported being unaware of the hotline.

#### CHS 6: HUMANITARIAN RESPONSE IS COORDINATED AND COMPLIMENTARY.

Overall, Harikar adhered to the CHS principles' demand for a coordinated and complimentary humanitarian response; while organisational efforts would have been strengthened by earlier coordination, particularly with camp management, the organisation demonstrated a clear improvement in communication with key stakeholders over the life of the project. Harikar's ongoing involvement in camp-wide and Protection sector-specific efforts with other humanitarian actors, particularly its close coordination with SCI, MAG, and UNHCR in facilitating trainings and making case referrals for beneficiaries, was key to its programmatic response serving in complementarity with similar efforts undertaken by the aforementioned stakeholders.

#### CHS 7: "HUMANITARIAN ACTORS CONTINUOUSLY LEARN AND IMPROVE.

Harikar took concrete steps during the project period to foster continuous learning and programmatic improvement, particularly in regard to planning and implementation of the humanitarian response. Project documents reflect efforts to document lessons learned and generate organisational knowledge sharing. Efforts to institutionalize formal learning mechanisms (i.e., for facilitator/staff trainings) and enhanced measurement and documentation of knowledge changes over time should be considered during future implementation of similar programming and related activities.

#### CHS 8: STAFF ARE SUPPORTED TO DO THEIR JOB EFFECTIVELY AND ARE TREATED FAIRLY AND EQUITABLY.

Through regular meetings, ongoing assessment, and onsite monitoring of facilitated activities, Harikar ensured that staff and volunteers were supported to do their jobs effectively, and that all were treated fairly and equitably. On the whole, concerns were addressed as they arose, and staff were provided ample space and opportunity to put forth suggestions and offer feedback to Harikar management.

#### CHS 9: RESOURCES ARE MANAGED AND USED RESPONSIBLY FOR THEIR INTENDED PURPOSE.

Harikar effectively and ethically managed resources for their intended purpose through 1) regular management oversight ensuring project expenditures were consistent with planned activities, and 2) bi-weekly meetings with key financial staff to review said expenditures. Harikar's maintenance of a sound financial system, policies and procedures throughout the project further enabled the organisation to adhere to CHS principles pertaining to resource management.

## RECOMMENDATIONS

### LESSONS LEARNED

Harikar's Child and Youth-Friendly Space, Roj Center, provided critical child protection services to residents of Gawilan Camp, benefitting both children and parents through a robust and diverse offering of daily activities, events, awareness sessions, and subject-matter trainings. However, increased emphasis on pedagogical rigor and a more systematic approach to measuring staff and facilitators' changes in knowledge would ensure a more targeted reach of beneficiaries in the future and present additional opportunities for local capacity-building.

Accessibility for PWDs was a challenge cited by multiple beneficiaries and project stakeholders. While project planning documents demonstrated Harikar's cognizance of and programmatic commitment to the need for inclusivity of PWDs, the construction of the C/YFS engendered certain challenges. Notably, the absence of a disability-accessible entrance limited the number and type of beneficiaries benefitting from the project and from activities at Roj Center. The ET verified that one of the three bathrooms located at the project site is equipped with a wheelchair ramp, thereby making it accessible to beneficiaries with limited mobility. While Harikar and ASB representatives noted that alternative methods for ensuring accessibility (i.e., carrying beneficiaries) were employed to enable their access to the C/YFS, in lieu of a wheelchair ramp. They also stated that in the event that a beneficiary required assistance in accessing Roj Center, staff were available for this purpose. Nonetheless, as a result of initial oversights in the construction of the C/YFS, the project's capacity to be inclusive of PWDs was on the whole, limited and accessibility for PWDs would have been served by the addition of a wheelchair ramp to the entrance of the C/YFS.

While the sharing of content from organisational reports and assessments was not explicitly required by camp management, in future implementation, more intentional emphasis during project design and implementation to stakeholder learning and knowledge sharing could facilitate greater programmatic coordination with other humanitarian actors and generate wider sectoral impact.

Verifying project data, particularly beneficiary numbers, was extremely difficult. Project documents reviewed by the ET contained many numerical errors and data reported from month to month was inconsistent. It was also unclear if these documents, particularly evaluations conducted for NFE and awareness-raising sessions, were being shared more widely with other stakeholders (i.e., CCCM) to foster sectoral learning or improve project implementation. Therefore, improvements in knowledge management and introduction of mechanisms for promoting organisational reflection would encourage iterative learning by project staff and facilitators, thereby increasing the effectiveness of the overall intervention.

While officially Harikar's intervention in Gawilan Camp was considered part of the protection space, many of the activities implemented at Roj Center contained educational components. Increased awareness of pedagogical best practices vis-à-vis non-formal education (NFE) and early childhood care and development (ECCD) in addition to more explicit encouragement of, and attention toward, iterative learning by Harikar, could have mitigated implementation-related challenges and ensured higher-quality programming with greater impact.

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## RECOMMENDATIONS

Based on the findings and conclusions, the following actionable recommendations are offered to DPA and CISU for consideration in applying lessons learned to the design and management of future programming in child protection:

- I. Develop internal mechanisms (i.e., partner reporting templates) to improve the quality of partner recordkeeping, ensure data integrity, and enable targeted approaches that optimise programmatic reach to at-risk and vulnerable groups.
- II. Incorporate designated Monitoring, Evaluation, Accountability, and Learning (MEAL) personnel into project teams to develop and employ tools that measure partner effectiveness and enhance internal/organizational knowledge.
- III. Institute additional oversight mechanisms during implementation, such as field visits by staff to project sites, to so as to ensure inclusiveness and accessibility for persons with disabilities, especially children with disabilities.

Based on the findings and conclusions, the following actionable recommendations are offered to Harikar for consideration in applying lessons learned to the planning and implementation of future programming in child protection:

- I. Build upon existing communication mechanisms to enhance coordination with camp management early on and to foster increased complementarity with other humanitarian actors.
- II. Improve the quality and consistency of recordkeeping to enhance effective knowledge management and organisational learning.
- III. Provide additional, formalized capacity-building and ongoing learning opportunities for staff and programme facilitators through development of targeted content (i.e., teaching plans and curricula), so as to drive long-term behavior and attitude change and bolster subject-specific knowledge.
- IV. Institute monitoring mechanisms specifically geared toward ensuring reach and accessibility for persons with disabilities and other vulnerable populations.

## SOURCES

Document	Notes
<i>Project Contractual Documents</i>	
DERF Organisational Capacity Assessment	
DERF Application for Humanitarian Intervention	
Recommendation Note for Intervention (final)	
DERF Request for No-Cost Extension (NCE)	
<i>Project Quarterly Reports</i>	
Harikar Monthly Report, July 1, 2017 – October 31, 2017.	
Harikar Monthly Report, October 16 to November 9, 2017	
Harikar Monthly Report, November 1-30, 2017	
Harikar Monthly Report, December 1-31, 2017	
Harikar Monthly Report, January 1-31, 2018	
Harikar Monthly Report, February 1-28, 2018	
Harikar Monthly Report, March 1-31, 2018	
Harikar Monthly Report, April 1-30, 2018	
Harikar Monthly Report, May 1-31, 2018	
Harikar Monthly Report, June 1-30, 2018	
Mid-Term Review Report, July 24, 2017-April 24, 2018	
<i>Project Activity Reports</i>	
Non-Formal Education (NFE) Lessons Report, November/December 2017	
First Aid Training Monitoring Report, January 2018	
Youth Resilience Programme Monitoring Report, January 2018	
Winterization Cash Transfer Post-Distribution Monitoring (PDM) Report, January 2018	
Health-Related Issues Awareness Report, March 2018	Targeting children aged 4-17 years



Literacy Course for Mothers, March 2018	
ECCD Activities Report, March 2018	
Psychological Support Report, March 2018	
Awareness for Mothers, April 2018	Targeting mother/toddler group participants; children aged 3-5 years
Evaluation: Non-Formal Education (NFE) Lessons, April/May 2018	To assess impact of NFE activities offered through Roj Center
<i>Workplans</i>	
Project Logframe	No date
Risk Management and Mitigation Plan	
Roj Center C/YFS promotional campaign materials	
<i>Monitoring, Evaluation and Learning (MEAL) Documents</i>	
Women's Awareness Questionnaire	No date
Children Aged 4-9 Awareness Questionnaire	No date
Children Aged 10-18 Awareness Questionnaire	No date
ECCD Questionnaire	No date
PSS Activities Questionnaire	No date
Literacy Questionnaire	No date
<i>Beneficiary Records (for verification purposes)</i>	
June 2018 attendance sheets for all C/YFS events	Awareness trainings on children and women's rights; reproductive health and family planning; and first aid; English, Arabic, and Kurdish language courses; math course; ECCD class; recreational activities (e.g., dance classes)
Staff training attendance sheets: October 2017, February 2018, April 2018	First aid, communication, sexual abuse and exploitation
Cash distribution (winterization) beneficiary lists, December 2017	
External training attendance lists	Refers to trainings implemented at the C/YFS by other organisations (i.e., SCI, MAG)
<i>Official National/International Documents; Other</i>	
Email correspondence: Harikar and CCCM; SCI	
UNHCR Gawilan Camp Profile	Source: <a href="https://data2.unhcr.org/en/documents/details/64283">https://data2.unhcr.org/en/documents/details/64283</a>
Harikar C/YFS visitor lists	
Referral paperwork: Harikar, SCI, UNHCR	
Student referral lists: Gawilan Camp schools	
Harikar Bi-Weekly Report (June 1-15, 2018)	Source: <a href="https://reliefweb.int/sites/reliefweb.int/files/resources/Harikar%20Activities%20Report%201-15%20June%202018.pdf">https://reliefweb.int/sites/reliefweb.int/files/resources/Harikar%20Activities%20Report%201-15%20June%202018.pdf</a>

## ANNEXES

## ANNEX I: TERMS OF REFERENCE



## TERMS OF REFERENCE

### Short term consultancy

Programme/Project Title:	Increased resilience of Syrian refugees in Northern Iraq	
Project Duration	24.07.2017 – 24.07.2018	
Donors of the project	DPA through CISU/DERF (with Harikar/ ASB)	
Consultancy Title:	External end of project evaluation	
Consultancy Mode:	National	International
Duration of assignment :	14 days	

## INTRODUCTION

Danish People's Aid (DPA or 'Dansk Folkehjælp' as it is known in Denmark) was formed in 1907 and is the oldest, still-operating Non-Governmental Organization in Denmark. DPA's mission is to support marginalised people in Denmark and abroad regardless of their religious, ethnic and political affiliation; provide instant and long-term aid for victims of poverty, disaster and war to mitigate the effects in the best way possible; to cooperate with international, national and local organisations and associations to enhance the effect of the abovementioned actions.

Harikar NGO, is a hereafter referred to as Harikar is a non-governmental, non-profit humanitarian organization established in 30<sup>th</sup> May 2004 in Dohuk, Northern Iraq. Harikar's initial work focused on legal protection, gender equality, promoting female youth election participation, capacity building, promotion of women's rights, raising awareness on violence against women, promotion of human and child rights, health awareness. Harikar has been working in Northern and Central Iraq and has extensive experience working with both refugees and returnees

The project implemented from 24<sup>th</sup> July 2017 to 24<sup>th</sup> July 2018 is funded by Danish People Aid (DPA) through its back donor (CISU).

Within 12 months, this humanitarian initiative aims to develop and strengthen the protective environment for Syrian refugee children and youth through the construction and implementation of activities around one CFS/YFS in Gawilan Camp, Duhok Governorate. The intention of the C/YFS is to assist the children and youth of the camp deal with the trauma of the initial displacement from Syria to Iraq and in some cases the trauma of secondary displacement from the cities and towns of KRI to the camp setting and to help them through the trauma of living and growing up in a camp. The intervention is designed to benefit the children and youth to assist them to tackle issues of ongoing camp life and also to help prepare them for the future

The intervention strategy has defined four main outcomes:

establish and operate a non-traditional Child/Youth Friendly space (C/YFS) in Gawilan camp that will provide the traditional C/YFS services during working hours

provide a C/YFS that will be available as a protected/managed centre for the children and youth during non-working hours, i.e. afternoons and evenings, weekends and public holidays. distribute winter clothes to the children and youth of the camp and will;

provide employment and training opportunities for those adults working at the centre who will be selected from within the camp.



**PURPOSE OF THE EVALUATION**

The overall purpose of this review is quality and accountability. Beside the evaluation of the DPA-Harikar project, the strategic and operational recommendations should serve to improve subsequent project phases which shall be oriented towards resilience-based programming.

**OBJECTIVES OF THE EVALUATION**

1. To assess the extent to which the project has achieved its overall objectives and results (impacts, outcomes and outputs).
2. To evaluate if all project results outlined in project proposal were achieved in time, within budget and with quality.
3. To assess the extent to which the project has followed the Core Humanitarian Standard’s 9 commitments, using the donor’s Final report questions supplied by DPA.
4. To evaluate the applied Cash transfer programming approach/modality appropriateness and relevance to the current humanitarian situation in a Camp setting in Northern Iraq and the needs of the target group specifically.
5. To provide recommendations from lessons learnt to apply to project design and implementation method of project approach in future projects

The consultant will apply the OECD/DAC criteria.

The primary target audience of the evaluation is DPA and CISU. The evaluation report will be shared with DPA’s back donor CISU/DREF.

**SCOPE OF THE EVALUATION**

The proposed evaluation will focus on the ongoing project of Harikar implemented in the sectors of Education and Protection. The target group will be Syrian refugees residing in Gawilan refugee camp in Northern Iraq, which is accommodating ~ 7.400 individuals, and especially the children and youth below the age of 18 (~ 3.500 individuals) as well as other stakeholders involved in the project components and intervention areas as mentioned below:

Place	Duration	Intervention areas
Gawilan Refugee Camp Northern Iraq	24.07.2017 to 24.07.2018	Education: Improved access and quality of learning for children and adolescents Child Protection: Increased access to a protective environment and strengthen community based child protection mechanism Child Resilience programme for children and parents CFS staff, children and parents are aware of health related issues and know how to deal first aid and emergency care, personal hygiene and accident prevention. All children and youth of the camp provided with suitable winter clothes through cash modality

## METHODOLOGY AND TIME-FRAME

The consultant in cooperation with DPA will develop the final methodology for the evaluation which will be included in the short methodology report. The methodology will have to combine both quantitative and qualitative tools and be used where possible in a participatory way. Suggested tools are:

Literature review

Review and analysis of project monitoring data

Review of project documentation and procedures

Observations

Key informant interviews

Focus Group Discussions with beneficiaries and other stakeholders

Discussions and interviews with the project teams

The work will be concluded in a period of 12 days, indicatively broken down as follows:

1	Preparation (preparation methodology, work plan, inception report)
2	Briefings / Debriefings
5	Field work
4	Report writing & data analysis
12	Total

The start of the evaluation is mid of June 2018. The final report has to be submitted End of July 2018.

## RESPONSIBILITY AND REPORTING LINES

The Humanitarian Coordinator of DPA in Denmark will be the main focal point for the assignment and direction of the evaluation and will receive directly the evaluation report. The Country Representative of ASB in Iraq and the Executive Director of Harikar will be the focal point for guiding and facilitating the consultant in Iraq.

## DELIVERABLES/OUTPUTS

The Methodology report (max 3 Pages)

The consultant will organize a debriefing to validate and discuss the provisional findings with The Executive Director of Harikar and the Country Representative of ASB and the Humanitarian coordinator of DPA by skype.

The evaluation report will be submitted in English. It shall contain no more than 15 pages (excluding annexes). The report shall contain a general summary and sections covering methodology, analysis and findings. Recommendations have to be concrete and applicable within Harikars resources, capacity and mandate and have clear responsibilities attached. The report must answer the final evaluation questions that are stated in the methodology report. The draft report must be submitted within 14 days after field work on the 10th July 2018. The final report must be submitted within 10 days after receipt of management comments on the draft report.

Table of content of the evaluation report:

Cover page

Acknowledgement page

Content, map of area and list of acronyms

Executive summary with the main findings

Methodology

General report, including analysis and findings

Recommendations

List of resources/bibliography

Time-table of consultant with references to stakeholders spoken to.

#### PROFILE OF THE CONSULTANT

Demonstrated experience in evaluating humanitarian projects, preferably in displacement or refugee contexts

Proven knowledge of the context of the Syrian refugee crisis, and, preferably in Northern Iraq Knowledge of the Humanitarian System and respective coordination structures Sound knowledge of Cash Transfer Programming

Up-to-date knowledge of current (participatory) evaluation tools and methods and proven experience in the use of these tools

Fluency in English language required, Arabic is a strong asset Strong analytical skills

Ability to work effectively in intercultural settings

Excellent writing skills in English and the ability to write concise, yet comprehensive reports Ability to meet deadlines

#### APPLICATION PROCESS

Bids must include the following:

CV(s) with qualifications, experience, contact details and evidence of past evaluations for the evaluator

Financial proposal including daily consultancy fee. The budget for fees should not exceed USD 5'500 (local transport and accommodation if needed provided)

2 References of previous clients for evaluations, including the contact details and relationship to the consultant

Submit complete bids to: [Lars Bru Jørgensen lbj@folkehjaelp.dk](mailto:Lars Bru Jørgensen lbj@folkehjaelp.dk)

Application deadline: **08.06.2018**

*Note that due to the urgency of the exercise applications will be evaluated on a rolling basis*

## ANNEX 2: EVALUATION TIMELINE & STAKEHOLDER ENGAGEMENT



## TIMELINE

On July 1, 2018, 4points established communication Harikar and BRHA, facilitated by ASB, in order to begin gathering the necessary project documents for the desk review and to coordinate the site visit to Gawilan Camp wherein a series of key informant interviews, focus group discussions and live observations took place. Interviewees and FGD participants were given advance notice to ensure their availability on the day of the ET's visit; however, on the day of the site visit, several were unavailable and additional project stakeholders were identified for the purposes of the KIs.

Prior to conducting the site visit, 4points designed and finalized three site visit documents: a Field Monitor Checklist (for use in interviewing the IP representative); a Key Informant Interview report template; and a Focus Group Discussion template.

## STAKEHOLDER ENGAGEMENT

The following beneficiaries and project stakeholders were continually engaged during and following the site visit conducted on July 15, 2018:

<i>Key Informants</i>
Programme Operation Manager (M)
Deputy Camp Manager (M)
Mukhtar (M)
<i>Focus Group Discussion Participants</i>
10 (3 M/7 F)
<i>Other*</i>
C/YFS Activity Facilitator (F)
C/YFS Beneficiaries (1 M/1 F)
Roj Center Manager (M)
ASB Country Director (F)
Harikar Programme Operation Manager (M)

\*While 4points did not conduct official KIs with these individuals, the ET had the opportunity to meet with them during the period of the site visit. To ensure the anonymity of these individuals and their feedback to the ET, no identifying details are included in the present report.

ANNEX 3: SITE VISIT PHOTOS



Entrance to Roj Center, the Child/Youth-Friendly Space in Gawilan Camp, Duhok, KRI



Stairs leading to Roj Center



C/YFS Entrance sign (above); poster #1 advertising complaints hotline number (below, right)



Poster #2 advertising complaints hotline number on fence leading to C/YFS



Front garden at Roj Center



Outside recreational area at Roj Center



Water tanks at Roj Center



Trash cans beside and in front of Caravan #1, Roj Center



Bathrooms (3), Roj Center



Exterior of Caravan #1



Exterior of Caravan #2



Harikar Office, Roj Center



Exterior courtyard connecting caravans, Roj Center



Field Monitor interviewing Harikar representative, Roj Center Office

### Stakeholder Engagement



Field Monitor interviewing Key Informant, Gawilan Camp



Field Monitoring conducting a Focus Group Discussion with Project Beneficiaries, Roj Center Caravan #2



Field Monitor interviewing Key Informant, Roj Center Caravan #3



Field Monitor interviewing Key Informant, Roj Center Caravan #1

### Project Materials



Notebook given to beneficiary as part of Eid gift distribution, June 2018



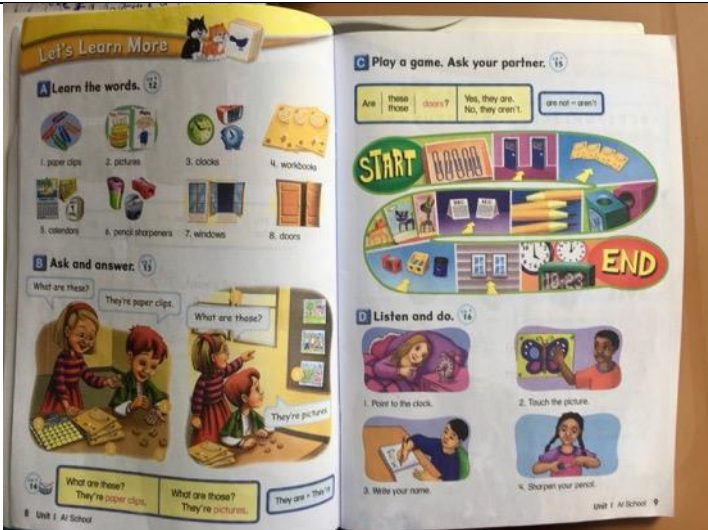
Notebooks given to beneficiary as part of Eid gift distribution, June 2018



Roj Center educational activity curricula (from left: Arabic and English language)



Roj Center educational activity curricula, Grade 2 (English language)



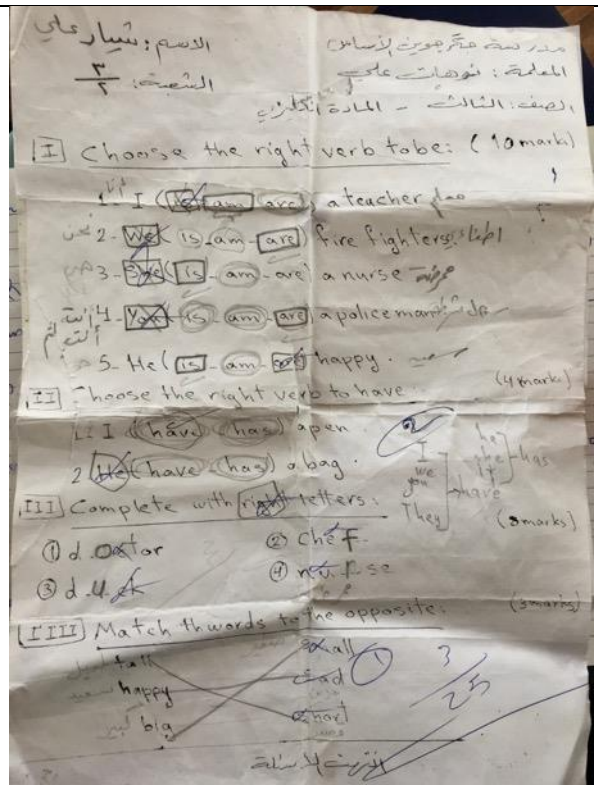
Roj Center educational activity curricula, Grade 2 (English language)



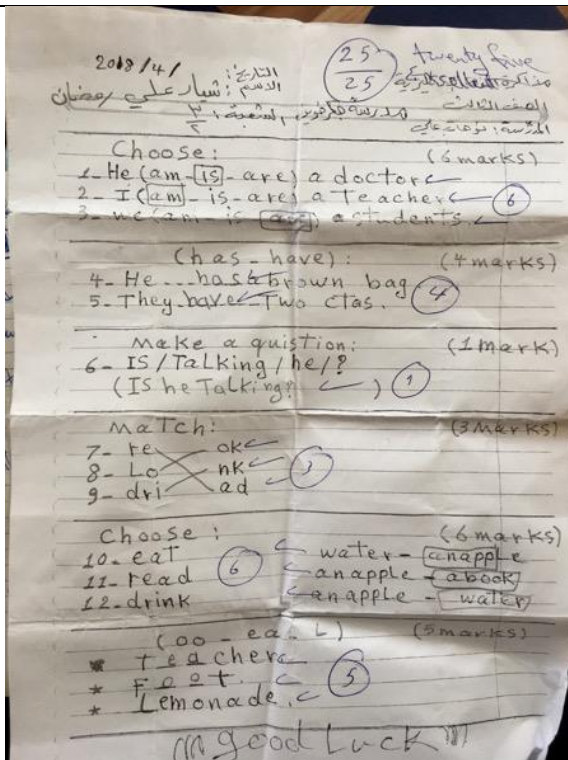
Roj Center educational activity curricula (Arabic language)



Roj Center educational activity curricula (from left to right: Arabic and English language)



Pre-activity English test (Grades 2-3, score 3/25), Roj Center



Post-activity English test (Grades 2-3, score 25/25), Roj Center

النشاط اليومي الكائنية رقم (3)

أيام النشاط	الميسرون	الإعمار المطلوبة	الهدف من النشاط	نوع النشاط	ساعة نهاية النشاط	ساعة بدء النشاط
كل شهر	صباح	من 5 سنوات	رسم وترفيه	رسم	9:45	9:00
دورة جديدة	صباح	من 17 سنة	تعليم وترفيه	رسم	10:00	9:45
كل شهر	مساء	من 8 سنوات	تعليم	تعليم	10:45	10:00
دورة جديدة	مساء	من 12 سنة	تعليم وترفيه	تعليم	11:00	10:45
كل شهر	صباح	من 5 سنوات	تعليم	تعليم	11:45	11:00
دورة جديدة	صباح	من 17 سنة	تعليم وترفيه	رسم	12:00	11:45
كل شهر	مساء	من 10 سنوات	تعليم	تعليم	12:45	12:00
دورة جديدة	مساء	من 17 سنة	تعليم وترفيه	اجتماعي وتعليم	1:00	12:45
كل شهر	صباح	من 3 سنوات	تعليم	رسم	1:45	1:00
دورة جديدة	صباح	من 17 سنة	تعليم وترفيه	رسم	2:00	1:45
كل شهر	مساء	من 8 سنوات	تعليم	تعليم	2:45	2:00
دورة جديدة	مساء	من 17 سنة	تعليم وترفيه	تعليم	3:00	2:45

Daily Activity Schedule, July 15, 2018, Caravan #3

ANNEX 4: SITE VISIT REPORT TEMPLATE





## FIELD MONITOR CHECKLIST

All questions in the relevant subsectors/type of interventions and Activity Monitoring section should be answered, even if the answer is “NDA” (no data available) or “NA” (not applicable) or “UC” (unclear) or “AP” (answered under previous question).

### SECTION A. PRELIMINARY SITE VISIT INFORMATION

1. Site Visit tag			
2. Donor (select one)	Danish People’s Aid (DPA)		
3. Implementing Partner (select one)	Harikar		
4. Project name			
5. Number of staff	Female:	Male:	
6. Activity name			
12. G.P.S. coordinates	Latitude:	Longitude:	
	Altitude:	Accuracy:	
13. Date(s) of site visit	From:	To:	
14. Names of Field Monitors	Name:	Gender:	Agency:
	Name:	Gender:	Agency:
15. Name, Agency and Title of IP respondent	Name:	Gender:	
	Agency:	Title / Position:	

### SECTION B. ACTIVITY MONITORING QUESTIONS

Field Monitor: **Ask the IP representative all the questions in Section B**

#### AMI 1: GENERAL ACTIVITY DESCRIPTION AND IMPLEMENTATION STATUS

B.1. (Ask the IP representative). Please briefly describe the **purpose** of the activities at this site, *for this award, this year*.

B.2. (Ask the IP representative). Please briefly describe **who implements** the activities at this site, *for this award, this year*. (Which organization/partner, which type of staff or community-based workers, and whether there are other organizations supporting the activity)

B.3. (Ask the IP representative). Please briefly describe **what is included in this activity** at this site, *for this award, this year*. (The package of interventions offered, e.g. training, service delivery, infrastructure or facility improvement / rehabilitation, community awareness, psychosocial support, GBV services, goods or cash distribution etc.)

B.4. (Ask the IP representative). Please briefly describe the **amount of support provided** in the activities at this site, *for this award, this year*. (quantity of goods, value of vouchers or transfers, value of monthly support for staff at government facilities etc.).

B.5. (Ask the IP representative). Please briefly describe the **duration and frequency** (for distributions or trainings) of the activities at this site, *for this award, this year*.

Start date for the activity at this site:	End date for the activity at this site:
Frequency of distributions or trainings	

B.6. (Ask the IP representative). Please briefly describe **who received** the activities at this site, *for this award, this year*. (Beneficiary type or types, male, female, elderly, children, widows, general community, IDPs, returnees etc.)

B.7. (Ask the IP representative) Please give **the number of beneficiaries targeted for this activity at this location** (how many beneficiaries were targeted to receive the assistance from this activity?)

## **AMI 2: IP CONSULTATION, COORDINATION AND COMMUNICATION PROCESSES, AND IP OVERSIGHT FOR THE ACTIVITY**

B.8. (Ask the IP representative) Please describe the specific **tasks undertaken by the IP or partner organization(s) to assess the needs of the community** for this activity (i.e., vulnerability assessment; if one was conducted, what were the results of the assessment and **how was the knowledge applied in the humanitarian intervention?**)

B.9. (Ask the IP representative) Please describe **which local leaders were consulted during the planning and implementation of this activity** (community leaders, IDP Camp Leaders, local officials, district or governorate level government agencies e.g. District Health Directorate)

B.10. (Ask the IP representative) Please describe **any other leaders that were consulted during the planning and implementation of this activity** (i.e., other humanitarian organizations and IPs)

B.11. (Ask the IP representative) Please describe **how community members were consulted during the planning and implementation of this activity**

B.12. (Ask the IP representative) Please describe **how the consultation exercise / activities included gender-sensitive** approaches, and included the needs of minority populations, persons with disabilities, etc.

B.13. (Ask the IP representative) Please describe the **mechanisms by which the IP communicates with beneficiaries** on issues related to the implementation of this activity (how frequent is the communication between IP and community, is this documented, how regularly are IP representatives onsite, other mechanisms to provide oversight of the activity if the implementer is a partner agency etc.)

B.14. (Ask the IP representative) Please describe the **complaints or feedback mechanisms in place** for this activity. (Use of posters, toll-free numbers, post-distribution monitoring frequency and methods, community feedback meetings).

**AMI 3: TIMELINESS OF THE ACTIVITY IMPLEMENTATION**

B.15. (Ask the IP representative) Please describe **the general timeliness** of this activity (select one)

ON TIME	DELAYED BY LESS THAN 4 WEEKS	DELAYED BY MORE THAN 4 WEEKS
---------	------------------------------	------------------------------

B.16. Timeframe of the Intervention

How soon after your submission of a funds disbursement request was funding made available to your organisation ( <b>in days</b> )?
How soon after receipt of funds were you able to start implementation ( <b>in days</b> )?
How soon after receipt of funds were beneficiaries in receipt of assistance ( <b>in days</b> )?
What internal or external factors negatively affected the speed of implementation?
Additional comments:

B.17. (Ask the IP representative) Please describe the **reasons for any delays for this activity** and **what the IP has done to help mitigate further delays.**

--

B.18 (Ask the IP representative) **Has the IP communicated the delays to the beneficiaries and stakeholders (by what means)?**

--

B.19. (Ask the IP representative) Please describe how the **activity planned for any seasonal considerations** (winterization inputs and shelter provided before the cold season started, medical supplies secured during a disease outbreak etc?)

**AMI 4: ADHERENCE TO DO NO HARM AND PROTECTION PRINCIPLES**

B.20. (Ask the IP representatives) Did the IP identify any **physical, social, safety or security, or economic harm** that the activity may have caused an individual or a community?

B.21. (Ask the IP representatives) Describe any **security and risk management strategies** undertaken during the planning and implementation phases of the project (If you conducted a specific **security and risk assessment** as part of the intervention, please describe how the results of this assessment were used to guide your activities).

B.22. (Ask the IP representatives) Describe the measures that the IP undertook to **mitigate these risks, or resolve any incidences that did occur?**

B.23. (Ask the IP representatives) Describe the measures that the IP undertook to ensure that all members of the target population were provided with **equitable access to the activity**

**AMI 5: ACTIVITY IMPLEMENTATION SUCCESSES**

B.24. (Ask the IP representative) Please describe what you think has been **particularly successful** about this activity. (Reasons for response, evidence, or personal view)

--

B.25. (Ask the IP representative) If you were going to plan this activity again in the future, what **changes or adjustments** would you suggest?

Aspects of the activity we would <b>do more of</b> :	Aspects of the activity we would <b>do less of</b> :
Aspects of the activity we would <b>do differently</b> :	Aspects of the activity we would <b>stop doing</b> :

**AMI 6: ACTIVITY IMPLEMENTATION CHALLENGES AND RESOLUTIONS**

B.26. (Ask the IP representative) Please describe whether the activity encountered any of the challenges below during implementation.

Types of implementation challenges	Yes	No
Ineffective or problematic selection of beneficiaries		
Inadequate number of beneficiaries targeted for this site (more people met criteria than could be selected)		
Difficult or ineffective communication, coordination or consultation with community leaders		
Community leader/clan elder/community committee support for the activity		
Procurement and delivery of goods, supplies or equipment		
Quality of construction and/or construction contractor		
Supervising/monitoring the activity		
Insecurity or local disputes		
Natural disasters		
Population movements in or out of the community		

Unstable political situation/changing leaders/unclear administrative authority		
Beneficiary dissatisfaction		
Running out of necessary goods or supplies		
Equipment or infrastructure not functioning		
Weak capacity or commitment of project agents/intermediaries (such as CHWs, Community Hygiene Promoters etc.)		
Difficulty in documenting outputs and/or reporting results to your supervisor		
Implementing activities on time		
Accessing the site		
Other		

B.27. (Ask the IP representative) If you answered “Yes” above, please describe the challenge in more detail and how it impacted the implementation of the activity.

Challenge	Impact
1.	
2.	
3.	

(Add if required)

B.28. (Ask the IP representative) If you answered “Yes” to B.26 and B.27, what actions were taken by you (the IP) or the community to overcome these challenges?

Challenge	Action
1.	
2.	
3.	

(Add if required)

#### AMI 7: BENEFICIARY SELECTION PROCESS AND SELECTION CRITERIA EFFECTIVENESS

B.29. (Ask the IP representative) Please describe the **beneficiary selection criteria** for this activity.

B.30. (Ask the IP representative) Please describe **how the IP applied the beneficiary selection criteria** for this activity (how was the community involved in the process to ensure transparency and objective selection?).

B.31. (Ask the IP representative) Please describe whether any beneficiary or group **of beneficiaries who met the criteria did not receive the assistance** of this activity, or whether persons who did not meet the selection criteria received the assistance nonetheless.

**AMI 8: BENEFICIARY SATISFACTION WITH ACTIVITY IMPLEMENTATION**

B.32. (Ask the IP representative) Please describe **how many complaints** have been received from community members to the IP regarding this activity in the last 6 months? (How are these documented, mechanism for resolution of complaints?)

Type of complaint mechanism	# of complaints <u>received</u> in the last 6 months	# of complaints <u>resolved</u> in the last 6 months
Hot-line		
In person (specify who received the complaint)		
In writing		
Suggestion box		
Other (specify)		

B.33. (Ask the IP representative) Please describe how **effective** is the complaints mechanism (frequency of use, frequency of data collected by the IP, **any implementation changes made as a result of the feedback received?**



--

B.34. (Ask the IP representative) Please describe the types of complaints received in the last 6 months, and number of complaints per type of complaint

Type of complaint	# of complaints in past 6 months (indicate DNK if respondent did not know the number)	Type of the complaint
Related to the quality of service / goods / supplies received		
Related to the timing of the activity		
Related to the quantity of the service / goods / supplies received		
Related to the beneficiary consultation process before the activity was implemented		
Related to the beneficiary selection criteria		
Related to treatment of beneficiaries by IP staff / local partner staff		
Related to accusations of corruption or fraud, or nepotism		

**AMI 9: SITUATIONAL CONTEXT AT THE SITE OF THE ACTIVITY**

B.35. Ask the IP representative). Are there **other activities that your organization supports at this site that are not funded by ASB?** If so, please describe so Field Monitors can distinguish which activities to monitor (since beneficiaries may not know the difference between activities).

--

B.36. (Ask the IP representative). Please describe **any contextual information** that is relevant to the target community (population movements, political or administrative transitions that have affected activities or services to the community, changes in the local markets, natural disasters such as flooding, drought, crop failure, or recent or emerging disease outbreaks).

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B.37. (Field Monitor) List the **documents reviewed** for this Activity

Document Reviewed	Date of Document

(Add as required)

**SECTION C: CASH TRANSFER/DISTRIBUTION**

<i>AMI 1: Respondents' description of the activity</i>
<i>AMI 3: Timeliness of activity implementation</i>
<i>AMI 4: IP adherence to Do No Harm, Protection Principles</i>
<i>OVI 1: Number of people directly benefitting from the activity</i>

C.1. Field Monitor: Review cash transfer registers (signed or thumb-printed documents), bank transfer records, and a sample of a redeemed voucher for all distribution activities, and list the documents reviewed for Cash Transfers distribution.

Document Reviewed	Date of Document

(Add as required)

C.2. Field Monitor: If documentation is labeled, **what kind of cash transfers were distributed at this location?**

<b>Immediate Response Rations</b>
1. Conditional Cash Transfer
2. Unconditional Cash Transfer
5. Document not marked as such
6. Other (describe):

C.3. Field Monitor: **How many beneficiaries received cash transfers?**

Immediate Response Rations	
Male	Female

C.4. Field Monitor: What is the **dollar value of one cash transfer?**

--

C.5. (Ask the IP representative) **For how many months were households supported through cash transfers per distribution?**

--

C.6. (Ask the IP representative) Please describe the **distribution mechanism** used.

1. IP, IP subgrantee or agent physically handed distribution to beneficiary
2. Funds were transferred to beneficiary mobile phones
3. Vendor hands voucher items to beneficiary
4. Other (describe)

#### SECTION D: HEALTH

**TRAINING - HEALTH SYSTEMS AND CLINICAL SUPPORT, COMMUNITY HEALTH EDUCATION / BEHAVIOR CHANGE, COMMUNICABLE DISEASES, NON-COMMUNICABLE DISEASES**

<i>AMI 1. Respondents' description of the activity implemented</i>
<i>OVI 1: Number of people directly benefiting from an activity</i>
<i>OVI 3. Number of project agents/ intermediaries trained</i>

Field Monitor: Review training attendance sheets and training reports to answer the following.

D.1. Field Monitor: List the **documents reviewed for Health Training**

Document Reviewed	Date of Document

*Add as required*

D.2. Field Monitor: Review attendance sheets and training reports to list **Health Training** provided by the project **for facility staff, project agents or intermediaries**. Include those trainings that lasted for at least one full day (6 hours), and those who attended for at least one full day (6 hours).

Training Title	Dates of Training	# of Male Beneficiaries Trained	# of Female Beneficiaries Trained

D.3. Field Monitor: Review attendance sheets and training reports to list **Health Training** provided by the project **for beneficiaries**. Include those trainings that lasted for at least one full day (6 hours), and those who attended for at least one full day (6 hours).

Training Title	Dates of Training	# of Male Beneficiaries Trained	# of Female Beneficiaries Trained

D.4. (Ask the respondent): For each of the trainings listed above, did the training include an evaluation by the trainees at the end of the training?

Training	Evaluation provided (describe)	Evaluation not provided
1.		

\*add as required

**BENEFICIARY SENSITIZATION OR EDUCATION – COMMUNITY HEALTH EDUCATION/BEHAVIOR CHANGE**

<i>AMI 1. Respondents' description of the activity implemented</i>
<i>OVI 1. Number of people directly benefitting from activity</i>
<i>OVI 2. Number of project agents / intermediaries trained</i>

Field Monitor: **Review records relating to beneficiary Sensitization or Education.** This could include event/session reports, event attendance sheets, health personnel weekly or monthly outreach reports for community or household outreach, information about media campaigns, etc.

D.5. Field Monitor: List the **documents reviewed for Beneficiary Sensitization or Education activities**

<b>Document Reviewed</b>	<b>Date of Document</b>

*Add as required*

D.6. Field Monitor: Describe the **Beneficiary Sensitization or Education events, sessions or outreach** conducted since **24 July 2018**.

<b>Type of Activity</b>	<b># of events/ sessions held</b>	<b># of participants</b>
1. Institution-based sessions/events (schools, health facilities)		
2. Community-based sessions/events		
3. Household-based sessions		
4. Mass media campaigns (please describe)		
5. Other (please describe)		

--	--	--

D.7. (Ask the IP representative) Please describe **the types of persons** (facility staff, community-based workers, volunteers, community leaders, etc.) that deliver Beneficiary Sensitization or Education of Beneficiaries. **How were they selected?**

--

D.8. (Ask the IP representative) **Please describe the incentives** (salaries, stipends, material items, or other) provided by the project for community-based workers.

--

D.9. (Ask the IP representative) Have you experienced any **delays to providing community-based workers with the agreed incentives?**

YES	NO
-----	----

D.10. (Ask the IP representative) If Yes to D.24 above, please detail **what is owed to community-based workers** and provide **reasons why there has been a delay** in providing the incentives?

Incentive not yet disbursed	Reason for delay in provision

**GOODS AND SUPPLIES DISTRIBUTION (TO BENEFICIARIES) - HEALTH SYSTEMS AND CLINICAL SUPPORT, COMMUNICABLE DISEASES, NON-COMMUNICABLE DISEASES, REPRODUCTIVE HEALTH, LOGISTICS SUPPORT & RELIEF COMMODITIES**

<i>AMI 1. Respondents' description of the activity implemented</i>
<i>OVI 1. Number of people directly benefitting from activity</i>

Field Monitor: **Review the inventory/distribution records** of non-medicine items.

D.11. Field Monitor: List the **documents reviewed for Health Goods and Supplies** Distribution (to beneficiaries).

Document Reviewed	Date of Document

*Add as required*

D.12. Describe the **kinds and quantities of goods or supplies** distributed by the project (Non-Food Items distributed to beneficiaries may include plastic sheeting, flash tarpaulin, blankets, hygiene kits, kitchen sets, water containers etc.)

Type of health goods or supplies	Quantity per person	# of people

*Add as required*

D.13. (Ask the IP representative) Describe any **delays in providing the goods or supplies** for this activity

1. No delays experienced
2. Delays experienced (provide details on what items were delayed, length of delay and reason for delay)

**SECTION E: PROTECTION**

**FACILITIES SUPPORT – CHILD PROTECTION, PREVENTION AND RESPONSE TO GBV, PSYCHOSOCIAL SUPPORT SERVICES, PROTECTION COORDINATION, ADVOCACY AND INFORMATION**

<i>AMI 1. Respondents' description of the activity implemented</i>
<i>OVI 1. Number of people directly benefitting from activity</i>
<i>OVI 3. Public or communal assets constructed, improved or operated</i>

Field Monitor: **Review records available for facility support**, such as construction/rehabilitation contracts or invoices, operational cost invoices (fuel, electricity, etc.), staff salary records, vehicle or equipment invoices, etc.

E.1 Field Monitor: **List the documents reviewed for Facilities / Infrastructure Support.**

<b>Document Reviewed</b>	<b>Date of Document</b>

*Add as required*

E2. Field Monitor: **Describe the facilities supported** (all as applicable)

<b>Type of health facility</b>	<b>Based in IDP Camp</b>	<b>Community-Based</b>	<b>Government facility</b>
1. Child Protection Mobile Unit			
2. GBV Mobile Units			
3. Primary Health Care facilities for GBV survivors			
4. Specialized Mental health services (describe)			
5. Women's (Listening) centers			
6. Static PSS clinics			
7. Psychosocial Recreational Centers			
8. Public safety equipment and structures			
9. Document not marked as such			



10. Other (describe)			
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E.3. (Ask the IP representative) What **kind of facility support** was provided by the project?

Type of facility support	Number of facilities receiving this support
1. Total construction of facility	
2. Rehabilitation of facility	
3. Operations and maintenance of a facility	
4. Staffing of facility	
5. Construction of public safety measures (street lighting / fencing)	
6. Placement of security guards in public spaces	
7. Other (please describe)	

**TRAINING – CHILD PROTECTION, PSYCHOSOCIAL SERVICES, PREVENTION AND RESPONSE TO GBV, PROTECTION COORDINATION, ADVOCACY AND INFORMATION**

<i>AMI 1. Respondents' description of the activity implemented</i>
<i>OVI 1. Number of people directly benefitting from activity</i>
<i>OVI 3. Public or communal assets constructed, improved or operated</i>

Field Monitor: **Review training attendance sheets and training reports** to answer the following.

E.4. Field Monitor: List the **documents reviewed for Protection Training**

Document Reviewed	Date of Document

*Add as required*

E.5. Field Monitor: Review attendance sheets and training reports to list **Protection training provided by the project for Facility Staff, Project Agents or Intermediaries** including community members trained as Trainer of Trainers

(TOT). Include those trainings that lasted for at least one full day (6 hours), and those who attended for at least one full day (6 hours).

Training Title	Dates of Training	Type of trainee	# of Men Trained	# of Women Trained

*Add as required.*

E.6. Field Monitor: Review attendance sheets and training reports to list **Protection Training** provided by the project **for beneficiaries**. Include only those trainings that lasted for at least one full day (6 hours), and those who attended for at least one full day (6 hours).

Training Title	Dates of Training	# of Male Beneficiaries Trained	# of Female Beneficiaries Trained

**SERVICE PROVISION – CHILD PROTECTION, PREVENTION AND RESPONSE TO GBV, PSYCHOSOCIAL SUPPORT SERVICES, PROTECTION COORDINATION, ADVOCACY AND INFORMATION**

<i>AMI 1. Respondents' description of the activity implemented</i>
<i>OVI 1. Number of people directly benefitting from activity</i>
<i>OMI 2. Percentage of GBV survivors referred to services who self-report having received the referred services.</i>

Field Monitor: **Review records available for Protection service delivery.** This could include registration forms, counselor reports, center sign-in sheets, records for legal or health referrals, etc.

E.7. Field Monitor: List the **documents reviewed for Protection Service Provision.**

Document Reviewed	Date of Document

*Add as required*

E.8. (Ask the IP representative): **What protection services are offered** to beneficiaries and how many beneficiaries received them?

Type of service	Adults		Children	
	# Males	# Females	# Males	# Females
1. Psychosocial First Aid (PFA)				
2. Child registration for specialized child protection services, including case management				
3. <u>Specialized</u> psychosocial services (including case management, psychiatric consultations, clinical counseling, referrals to mental health facilities)				
4. <u>Focused non-specialized</u> psychosocial services onsite (group discussions, awareness groups, support groups, psycho-education groups, one-to-one counseling)				
5. <u>Community-based and family support</u> (resilience activities such as sports and recreational events, relaxation sessions, skills trainings or public meetings to promote dialogue)				
6. Support and referrals for accessing other health services				
7. Support and referrals for accessing legal services				

8. Distribution of goods or supplies (blankets, water containers, plastic sheet rolls, hygiene kits, kitchen sets etc)				
9. Support to regain civil documentation				
10. Membership of Child Protection Committees				
Other (please describe)				

E.9. (Ask the IP representative): **How many GBV incident reports have been filed over the life of project? How many GBV survivors have been referred to other services? How many of those received the referred services?**

	Male adult	Female adult	Male child	Female child
# GBV incident reports				
# GBV survivor referrals made (by service referred to)				

E.10. (Ask the IP representative): **How many GBV incident reports have been filed over the last 30 days? How many GBV survivors have been referred to other services? How many of those received the referred services?**

	Male adult	Female adult	Male child	Female child
# GBV incident reports				
# GBV survivor referrals made (by service referred to)				

**BENEFICIARY SENSITIZATION OR EDUCATION – CHILD PROTECTION, PREVENTION AND RESPONSE TO GBV, PSYCHOSOCIAL SUPPORT SERVICES, PROTECTION COORDINATION, ADVOCACY AND INFORMATION**

*AMI 1. Respondents' description of the activity implemented*

**OVI 1. Number of people directly benefitting from activity**

Field Monitor: **Review records available for Protection beneficiary sensitization or education activities.** This could include community event or meeting attendance sheets, focal point or community mobilizer reports, invoices for print or radio advocacy/awareness materials, etc.

E.11. List the **documents reviewed for Beneficiary Sensitization or Education.**

Document Reviewed	Date of Document

*Add as required*

E.12. (Ask the IP representative) **What types of activities are supported** for Beneficiary Sensitization or Education on Protection topics?

Type of Activity	# of events/ sessions held	# of participants
Institution-based sessions (schools, health facilities, safety/crisis center)		
Community-based sessions/events (e.g. PFA, PSS, Mine & IED risk education)		
Household-based sessions or inspections		
Survivor outreach/identification		
Advocacy (with legal structures, law enforcement, etc.) (please describe)		
Establishment of GBV prevention and response mechanisms (such as a task force) (please describe)		
Mass media campaigns (please describe)		

Other (please describe)		

E.13. (Ask the IP representative) **Please describe the incentives** (salaries, stipends, material items, or other) provided by the project for community-based protection sector workers.

--

E.14. (Ask the IP representative) Have you experienced any **delays to providing community-based workers with the agreed incentives?**

YES	NO
-----	----

E.15. (Ask the IP representative) If Yes to E.13. above, please detail **what is owed to community-based workers** and provide **reasons why there has been a delay** in providing the incentives?

Incentive not yet disbursed	Reason for delay in provision

**GOODS AND SUPPLIES DISTRIBUTION – CHILD PROTECTION, PREVENTION AND RESPONSE TO GBV, PSYCHOSOCIAL SUPPORT SERVICES, PROTECTION COORDINATION, ADVOCACY AND INFORMATION**

<i>AMI 1. Respondents' description of the activity implemented</i>
<i>OVI 1. Number of people directly benefitting from activity</i>

Field Monitor: **Review invoices and inventory records available for the Prevention activities.** (Non-Food Items distributed to beneficiaries may include plastic sheeting, flash tarpaulin, blankets, hygiene kits, kitchen sets, water containers etc.)

E.16. Field Monitor: **List the documents reviewed for Prevention supplies and goods**

Document Reviewed	Date of Document

*Add as required*

E.17. Field Monitor: Describe the **types and quantities of Protection goods and supplies** distributed.

Type of goods and supplies	Quantities per person	# of people

*Add as required*

E.18. (Ask the IP representative) Describe any **delays in providing the goods or supplies** for this activity

1. No delays experienced
2. Delays experienced (provide details on what items were delayed, length of delay and reason for delay)

**SECTION G: EDUCATION**

G.1. (Ask the IP): Can you please describe **how the project has supported Education issues in your community?**

**Who? What? Where? When? Why? How? And How Many/How Much?**  
*Training (who, what topics)? Goods and Supplies Distribution (what and how much)?  
Services (what kind)? Infrastructure development (what kind, how many)?*

**TRAINING – C/YFS STAFF**

G.2. (Ask the IP): **Were any beneficiaries trained in any Education topic?**

Yes, we trained beneficiaries in an Education topic.	No, we did not train any beneficiaries in an Education topic.
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G.3. (If answering Yes to H.2, ask the IP): Please describe **how beneficiaries were selected for the training.**

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G.4. (Ask the IP if answering Yes to H.2): **What were the training topics that were covered?**

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G.5. (Ask the IP if answering Yes to H.2): Please describe **whether the training was adequate and effective, with reasons for why or why not.**

Training was adequate and effective	Training was not adequate and effective
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G.6. (Ask the IP answering Yes to H.2): Please provide some examples of beneficiaries are **using and applying the information gained from the training.**

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**BENEFICIARY EDUCATION – ECCD & NFE**

G.7. (Ask the IP): **Please describe community events or meetings as Education activities supported by this activity.**

Topic of the session/event	Number of beneficiaries targeted for the event (M/F)	Number of beneficiaries attended (M/F)	Materials provided (if any)

G.8. (Ask the IP): Please **describe whether beneficiaries found the community sessions/events useful or not. Provide any feedback received from beneficiaries explaining why/why not they did not find the sessions useful.**

<b>Community sessions or events were useful</b>	<b>Community sessions or events were not useful</b>
<b>Reasons:</b>	<b>Reasons:</b>

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G.9. (Ask the IP): Before participating in the program, **did you inform beneficiaries what the content of the class, event, or session would be?** Please describe how you communicated this information to beneficiaries (text messages, posters, community meetings, etc.)

<b>Yes, beneficiaries were told what the content of the activity would be before they participated in it/allowed their child(ren) to do so</b>	<b>No, beneficiaries were not informed of what the activity entailed prior to participating/allowing their child(ren) to participate</b>
How the information was communicated to beneficiaries:	

**GOODS AND SUPPLIES DISTRIBUTION – EDUCATION**

G.10. (Ask the IP): **How many beneficiaries have received any goods and supplies that were distributed by you for Education activities (Non-Food Items distributed to beneficiaries may include school supplies such as paper, pens, or pencils, backpacks, or learning materials like books.)?** What items did they receive?

Item (list all items provided)	Quantity received

**TRAINING – C/YFS STAFF & INSTRUCTOR CAPACITY AND LEARNING**

G.11. (Ask the IP): In conducting mother/toddler sessions, **did a plan/curriculum exist for the training of teachers or C/YFS staff?** [If yes, please describe. If no, skip question.]

G.12.a (Ask the IP): In conducting ECCD classes, **did a plan/curriculum exist for the training of teachers?** [If yes, please describe. If no, skip question.]

G.12.b. In conducting NFE sessions, **did a plan/curriculum exist for the training of teachers?** [If yes, please describe. If no, skip to D.8.]

(Ask the IP): If yes, please describe the following:

Type of training (EECD, NFE, etc.)	How many teachers were trained?	How many hours of training (total) did teachers/instructors receive?	Which subjects were covered in the training?	Which pedagogical and psychological topics are part of the training?	Were children with special needs and/or child persons with disabilities (PWD) included in the training?

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Describe the teaching methods used in the training course.	How much time was spent on each teaching method?	Who was responsible for the training?	What were the qualifications of the trainers? How were they selected?	Was educational material developed to accompany the training?	Are the teachers trained to use this material?

Were the teachers trained in how to plan a lesson?	Were the teachers asked to present their own experience and educational material they may have developed?	Was there a teacher's guide that was distributed to the participant teachers/instructors at the C/YFS?

G.13. (Ask the IP): Please **describe the main challenges during training for planned activities** at the C/YFS.

G.14. (Ask the IP): Please **describe the monitoring mechanisms** in place throughout the project to ensure staff and C/YFS instructors were adequately and properly trained to conduct early childhood learning activities.

G.15. (Ask the IP): Please **describe any challenges that arose with staff or instructors** throughout the activity period. **How were these challenges addressed? What measures were taken to ensure high-quality staff instruction** for children and youth visiting the center?

**TRAINING – C/YFS BENEFICIARIES, OUTCOMES**

G.16. (Ask the IP): Please **describe how the activity has measured increases in beneficiaries’ knowledge of parenting skills and in achieving a positive child-parent relationship.**

G.17. (Ask the IP): Please **describe any changes observed in early cognitive development skills for children between 3-5 years** as a result of the activities implemented in the C/YFS.

G.18. (Ask the IP): Please **describe any positive improvements in children’s knowledge as a result of NFE classes at the C/YFS.**

**SECTION H: FIELD MONITOR SUMMARY OF SITE VISIT**

H.1 Field Monitor: What is your **assessment of the status of the objective** of the activity / output being monitored / verified?

<b>For Event Interventions</b> <i>(i.e. distributions, water point rehabilitation, etc.)</i>	<b>For Output Verification</b> <i>(i.e. already completed activity)</i>
1. Yes, service is fully functioning as planned	1. Yes, service is fully completed or functioning as planned

2. Has not been achieved, but is planned to be achieved on schedule – estimated completion date ( <i>briefly explain what aspect is not fully functioning and why</i> )	2. Service is partially completed or functioning as planned  ( <i>briefly explain what aspect is not fully completed or functioning and why</i> )
3. Has not been achieved, but is delayed for the following reason(s):	3. Service was fully completed or functioning as planned but recently was interrupted ( <i>briefly explain when it was interrupted and why</i> )
4. There are indications that it will not be achieved ( <i>briefly explain why this option was selected</i> ):	4. There are indications that it was not completed and will not be achieved ( <i>briefly explain why this option was selected</i> )
5. Not able to judge ( <i>Check only if during the site visit it was simply not clear, i.e. no evidence, that the objective had or had not been achieved</i> )	5. Not able to judge ( <i>Check only if during the site visit it was simply not clear, i.e. no evidence, that the objective had or had not been achieved</i> )

H.2. Field Monitor: Immediately after the conclusion of the site visit, **rate the following aspects of the visit below:**

Aspect of Site Visit	Rating (4 = very smooth to 0 = very difficult)				
	4	3	2	1	0
1. Coordination with IP at field office level for scheduling of the site visit					
2. Coordination with IP or local representative at the activity site for scheduling of the site visit					
3. Cooperation of IP in facilitating access to participants for FGD and survey					
4. IP compliance in maintaining neutrality during data collection ( <i>i.e. IP trying to influence beneficiary responses is non-compliant</i> )					
<b>Total Score:</b>					

H.3. Field Monitor: How long did it take you to travel to the site visit from your home base/hub, in hours?

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H.4. Field Monitor: List any access issues encountered while travelling to the site, or while at the site.

Access Issues	No	Yes	If Yes, please provide details
<i>During travel to and from the site visit</i>			
1. Armed checkpoints encountered			
2. Air-strikes or active conflict along the route			
3. Very rough and bumpy road			
4. Detailed questioning at checkpoints			
5. Scrutiny of female monitors			

6. Checking of Field Monitor IDs			
7. Violence or threats against Field Monitors			
<b><i>While at the site visit</i></b>			
8. Air strikes or active conflict while at the site			
9. Armed individuals intervening in the monitoring process			
10. Armed individuals intervening in the IP activity			
11. Presence of armed military with guns during the site visit			
12. Checking of Field Monitor IDs			
13. Violence or threats against the Field Monitors			

H.5: Field Monitor: Did you **observe any complaint / feedback mechanism** at the site of the activity? Please take 1-2 photos of any feedback mechanisms observed at the field location.

1. Observed signs with a phone number clearly posted at the activity site
2. Observed a feedback / suggestions box clearly accessible at the activity site
3. Observed signs with a phone number but not clearly visible (e.g. ripped or worn sign)
4. Observed a feedback / suggestions box but not clearly visible (e.g. box not labeled clearly for purpose)
5. Feedback information was printed clearly on the food voucher
6. Feedback information was printed on the food voucher, but not clearly visible
7. No sign or other feedback mechanism was observed
8. Other (describe)

H.6. Field Monitor: **Record any other challenges they encountered on this site visit** during planning, travel, mobilizing respondents, completing the Site Visit Forms or any other kinds of challenges.

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**H.7 Field Monitor: Visual Documentation of Activities or Outputs**

Insert photos (as JPEG files) with full captions in the layout below. Images should capture a range of items (bags of food, wells, training facilitators, IP actions), physical evidence of interventions (distribution points, roads, dwellings, post-distribution uses, transport), the overall context of the activity or output and beneficiaries receiving the assistance. Provide at least 10 photographs, including two photos of the field monitors undertaking their M&V efforts. Ensure all beneficiary identities are obscured by sensitive blurring of beneficiary faces.

Site Photos	
Photo should be 3" x 3"	Photo should be 3" x 3"
<i>Picture Caption should include: Brief description of the activity, name of the site, date the picture was taken and name of a person who took the picture</i>	<i>Picture Caption should include: Brief description of the activity, name of the site, date the picture was taken and name of a person who took the picture</i>
Photo should be 3" x 3"	Photo should be 3" x 3"

<i>Picture Caption should include: Brief description of the activity, name of the site, date the picture was taken and name of a person who took the picture</i>	<i>Picture Caption should include: Brief description of the activity, name of the site, date the picture was taken and name of a person who took the picture</i>

#### H.8 Final Beneficiary Numbers (Disaggregated by Age and Gender)

<b>How many people directly benefitted from this intervention? (actual (a) compared to planned (p))</b>							
Type of Activity	Female (by age)						Total
	Under 18 (p)	Under 18 (a)	Over 50 (p)	Over 50 (a)	Between 18-50 (p)	Between 18-50 (a)	
Total:							
Total adjusted for double counting:							
Type of Activity	Male (by age)						Total
	Under 18 (p)	Under 18 (a)	Over 50 (p)	Over 50 (a)	Between 18-50 (p)	Between 18-50 (a)	
Total:							
Total adjusted for double counting:							

#### Data Quality Review

	Person who conducted the review	Date of the review
<b>Level 1: Field Monitor review (on the day of the site visit)</b>		
<b>Level 2: Internal sub-contractor management review (after report is drafted)</b>		
Draft report Submitted to:	Submitted by (name & position)	Date submitted

