

Final Evaluation of Mercy Corps'

Emergency Assistance to Conflict-Affected Populations II

Oriental and North Kivu provinces of the Democratic Republic of Congo

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Darren Hertz



Executive Summary

As of early 2011, and through to the present, ongoing fighting between various armed groups coupled by increased banditry and harassment continually destabilize areas of North Kivu, forcing people to either remain in, move to, or even return to the protection of Internally Displaced Persons (IDP) camps. Conditions within the camps are extremely basic, and IDPs are dependent on external assistance to meet essential needs. Through the OFDA-funded **Emergency Assistance to Conflict-Affected Populations II** program (EACAP II), Mercy Corps has been providing emergency water, sanitation and hygiene (WASH) services in many of the camps: ensuring access to potable water, providing essential sanitation infrastructure and services (the construction and upkeep of latrines, showers and hand-washing stations) and promoting improved hygiene through an array of awareness-raising activities. As the situation in the province has shifted from an acute to a protracted emergency, Mercy Corps has been working to identify and implement new approaches which attempt to build self-reliance of camp populations, reduce dependency on external support, and facilitate more significant return movements to areas which appear to have stabilized.

In the northeastern Orientale Province, The Lord's Resistance Army remains at large targeting local populations. The terror campaigns of the LRA in 2009 and 2010 have diminished, however small-scale isolated attacks continue to hinder economic stabilization within the affected communities. The peoples of this province are primarily farmers, many of whom find themselves displaced with inadequate or no access to arable land. Some return home to begin cultivating the land, however they return with few or no assets and often missing family members. Local economies, built on subsistence agriculture are all but stagnant. It is within these contexts that Mercy Corps, through the EACAP II program, has collaborated with communities to facilitate economic recovery activities such as non-food item (NFI) voucher fairs, cash for work (CfW) programs, and income generating activities (IGA), in hopes of restoring economic assets and, in doing so, spur local economic growth.

This report is the product of an evaluation of the EACAP II program conducted in July and August of 2013. The purpose of the evaluation was to assess the relevance, effectiveness, sustainability, and to a lesser degree, impacts of the various program components so as to inform strategic decision-making and the design and implementation of future programs. The methodology was primarily qualitative; employing focus group discussions, key informant interviews, direct observation, and informal interviews with program beneficiaries, staff, and local authorities. In addition, the evaluation team developed and facilitated a participatory assessment activity in order to understand more fully the effectiveness and outcomes of the cash for work interventions.

The evaluation found that Mercy Corps WASH activities were appropriate and effective; meeting North Kivu WASH Cluster standards for the provision of potable water and sanitation infrastructure. While it was noted that long waits for water did result in conflicts between camp residents and with host communities, these were largely due to the ever increasing camp populations and the low availability of space. Other issues such as the vandalism of tarp-covered latrines to invade women's privacy have been addressed by Mercy Corps and wooden-planked latrines are already being constructed. The cleaning of latrines and showers appears to be effectively maintained through the work of the community health volunteers (*relais communautaires*, or RECOs) although not without some challenges. In general, female respondents felt that their needs and priorities were represented in the construction of sanitation structures. However it does not appear that camp residents with disabilities were as well represented.

Respondents in all camps visited have reported improved health and security for women, children and elderly residents due to Mercy Corps WASH provisioning. Camp-specific impacts cited by respondents include an increase in:

- The safety of women fetching water in Ibuga
- The sense of security for women when bathing in Mweso
- The use of latrines due to hygiene promotion activities in Nyanzale

The idea of transitioning WASH responsibilities to camp residents was not welcomed by evaluation respondents. Existing WASH actors such as RECOs and WASH technicians felt they could take on the responsibilities, but had no means to procure the needed materials or meet the high standards prescribed by the WASH cluster.

The economic recovery program was designed, planned and implemented in a highly participatory manner; preventing potential frustrations, misunderstandings and misuse of funds which can occur in cash-based programming. In general the activities were appropriate, although in some of the intervention areas, items purchased at the voucher fairs were sold to purchase food or livelihood assets. All voucher fair respondents felt that the fairs would have been more relevant if food items and the means to pay school fees had been included.

While most CfW and voucher fair respondents had planned to purchase some form of livelihood asset, the majority did not. Some of this was due to unforeseen expenses such as health care and funerals. However, in most cases, the amount earned or provided was simply not enough to purchase the livelihood assets desired. Both types of activities did, nonetheless, assist participants to furnish their households with basic essential items, such as pots to cook food, or clothes for children's schooling. Fair vendors cited significant financial impacts, many using fair profits to build homes or new stores. However, without a sustained improvement in the purchasing power of the greater population,

the fairs did not appear to have any notable long-term positive effects on the local economies. That said, according to respondents, there were neither any negative effects on their economies.

Across all the communities visited, but especially in Zikilingi, CfW respondents claimed to have contributed some of their earnings to an association (of which they were members). These associations ranged in type from small group revolving fund schemes to business cooperatives. With respect to the CfW program in general, the most commonly cited positive impacts were improved health, market and education services due to the newly built (or renovated) respective structures built by the CfW participants. All those visited by the evaluation team were being used, however communities noted that these semi-permanent structures would require significant maintenance and repair within the space of a year.

With the IGA program just completed, it was difficult to evaluate its effectiveness or impacts. However, in a few cases, the evaluation noted not only profitable income-generating ventures, but also positive impacts on the local economy. The most outstanding of these examples was a rice mill built and managed by a local association which is significantly increasing the value of rice for local farmers selling at cross-border markets.

Recommendations

- Ensure better representation of residents with disabilities in WASH support activities.
- Enact processes to reduce lag time between sealing of old latrines and provision of new latrines.
- Consider income-generating activities as part of transition/exit strategy.
- Ensure camp communities understand that RECOs are not salaried staff.
- Continue commitment to participatory programming exemplified in the economic recovery component.
- Expand goods and services available in voucher fairs or consider replacing voucher fair activity with cash transfer programs.
- Identify means to streamline payment procedures and mitigate late payments to beneficiaries.
- Purchase locally whenever possible for all small-scale economic recovery interventions.
- Consider inclusion of agriculture-based livelihoods in design and implementation of IGA programs.
- If the purpose of an intervention is to build livelihood assets, programs will need to increase investment per beneficiary.
- If voucher fairs aim to promote economic recovery amongst subsistence farming populations, consider including the sale of seeds and livestock in the fair.
- Consider micro-finance programming within these areas.
- To assess of impact of the income-generating activities component, conduct follow up monitoring visits over the next year.

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Acronyms and abbreviations

CfW	Cash for work
EACAP	Emergency Assistance to Conflict-Affected Populations
ERP	Economic Recovery Program
IDP	Internally displaced person/people
IGA	Income-generating activity
LRA	Lord's Resistance Army
NFI	Non-food item
OFDA	Office of Foreign Disaster Assistance
RECO	Relais Communautaires
WASH	Water, Sanitation, and Hygiene
WFP	World Food Program

To those living in the camps and communities who have shared their stories with us and to the Mercy Corps staff who live and work with them. Thank you.

Introduction

Program

The EACAP II program provides essential emergency assistance to conflict-affected populations in the eastern Democratic Republic of the Congo through the provision of water, sanitation and hygiene (WASH) services to IDPs and host communities in Masisi and Rutshuru Territories in North Kivu Province, and through economic recovery activities in Haut Uélé and Bas Uélé Districts, Orientale Province. The program was initially funded on April 16, 2011 and it builds upon Mercy Corps' previous OFDA-supported humanitarian responses which have been implemented since July 2008 in North Kivu and since August 2009 in Orientale Province

The originally planned 12-month intervention was intended to provide support to approximately 30,415 IDPs in the North Kivu province and approximately 24,354 vulnerable individuals in the Orientale province. However, when the armed group M23 took control of Goma in November of 2012, Mercy Corps quickly expanded its efforts in North Kivu providing assistance to a total of 122,769 IDPs. The program is composed of two main components: emergency WASH support for IDP camps in North Kivu and economic recovery for IDPs, returnees, and local inhabitants of the Orientale Province. Both components represent largely a continuation of previous activities, but have been adapted to a changing context.

Responding to WASH needs of ever-growing IDP camp populations in North Kivu (See Annex 3 for maps), Mercy Corps implemented a component that ensures access to potable water, provides essential sanitation infrastructure and services (the construction and upkeep of latrines, showers and hand-washing stations) and promotes improved hygiene through an array of awareness-raising activities. The program works closely with the "*Relais Communautaires*" (RECOs or community health volunteers) in each camp, who assume responsibility for latrine and shower hygiene and maintenance. Mercy Corps has also invested in building the technical capacity of camp WASH committees and providing them with valuable work experience so that they can construct and maintain the various WASH infrastructures on their own.

The program embraces the North Kivu WASH Cluster standards, and strives to meet Sphere standards whenever possible.

Building on the success of its EACAP I interventions in Haut Uélé, Mercy Corps has designed an economic recovery component whose interventions target a diverse range of IDPs, returnees and local peoples living together in communities in Haut Uélé as well as Bas Uélé districts (See Annex 3 for maps). The economic recovery program targets the most vulnerable yet able-bodied residents for Cash-for-Work programs. These cash for work micro-projects (chosen by community members) are also intended to benefit the entire population through the building or rebuilding important public infrastructure. For those unfit for manual labor Mercy Corps provides the opportunity to participate in NFI (non-food item) voucher fairs. Engaging local vendors to supply the merchandise injects cash into the local economy. Finally the program provides interventions for less vulnerable individuals - offering small business owners the occasion to build key business skills and to raise the necessary capital to jumpstart their business and earn an income.

In both of the EACAP II program components, Mercy Corps has aimed to ensure the appropriate inclusion of both men and women and adopt a gender, conflict, and environmentally sensitive approach in its design and implementation.

Purpose and scope of this evaluation

The purpose of this evaluation is to assess the relevance, effectiveness, and to a lesser degree, impacts of the EACAP II program components in order to better understand program successes and challenges and to inform strategic decision-making and the design and implementation of future programs.

This evaluation is intended primarily as a learning tool for Mercy Corps staff. It serves to complement the reporting of Mercy Corps' achievement against the adapted OFDA WASH indicators by providing a richer description of particular aspects of the program, the beneficiaries, and the outcomes of the interventions. Recognizing cultural, language, time and resource constraints, the evaluation seeks to effectively represent the experiences of those people the EACAP II program has served and in doing so provide useful insights for future programming.

Due to the breadth of the program, and the logistical challenges of moving throughout the areas of intervention, the evaluation does not attempt to describe and assess the full range of program activities and their respective results. Likewise the findings presented here are not meant to be representative of the total beneficiary populations. Rather, the evaluation attempts to identify emerging themes, present a more nuanced understanding of them, and draw out relevant and useful lessons. Based on the focused interests expressed by Mercy Corps DRC, the evaluation gives somewhat greater attention to the Economic Recovery component and, specifically, to the Cash for Work interventions and outcomes.

Methodology

The evaluation took place in July and August of 2013. Field work was conducted from the 21st of July through the 13th of August. Approximately 16 days were spent on the economic recovery component in the Haut Uele and Bas Uele districts, and the remaining 8 days on the emergency WASH component in North Kivu province. The methodology was primarily qualitative employing focus group discussions, key informant interviews, direct observation, and informal interviews with program beneficiaries, program staff, and other relevant stakeholders such as local authorities. Additionally, the evaluation team developed and facilitated a participatory assessment activity in order to understand more fully the effectiveness and outcomes of the cash for work interventions.

The evaluation sample

The sites visited were purposively selected primarily based on ease of access. This was due to security constraints and the difficult travel conditions in both provinces. The evaluation team visited six of the twelve communities that participated in the economic recovery program, three in Ango territory and three in Dungu territory. These communities varied in size, access to external markets, and ratio of displaced/local/returned populations. For the WASH component, three camps were visited in the Mweso health zone, and one in the Birambizo health zone. These represented camps of different sizes and within different geographical clusters.

The evaluation team conducted interviews or focus group discussions with 191 individuals who had participated in the economic recovery component of the program and 166 individuals who had participated or benefitted from the WASH support activities. Figure 1 provides the breakdown of evaluation participants.

Figure 1 Evaluation participants per program activity

WASH Component		RECOs	22
		Mother chiefs	24
		WASH committee members	28
		Camp residents	20
		Camp presidents	4
ERP Component	Cash for work	Female	48
		Male	59
	Voucher fair	Female	34
		Male	27
	Income generating activities	Female	5
		Male	18

Data collection and analysis

The data collection began with a review of program documentation (such as project proposals, reports and monitoring databases). Data collection instruments were drafted for translation and an initial review by Mercy Corps DRC's Design, Monitoring, Evaluation and Learning Specialist. To ensure contextual relevance and incorporate the valuable input and interests of the entire evaluation team, the instruments were more thoroughly revised and finalized on arrival in each of the two provinces.

The evaluation team consisted of the evaluation consultant and three Mercy Corps program staff per program component. All staff members were experienced in facilitating focus group discussions. The evaluation consultant and one staff member were experienced in facilitating participatory evaluation methods. During the data collection activities, one staff member was chosen to facilitate the activities, one translated for the consultant. The three members who were not facilitating (including the consultant) also took notes.

The interviews and focus group discussions were semi-structured so as to encourage the emergence of data considered important by the participants themselves and all team members were encouraged to ask probing and follow up questions.

Interviews and focus group discussions were conducted in a language chosen by the participants, and translation was facilitated either by an evaluation team member or an evaluation participant. The team explained the purpose of the evaluation, fielded initial questions, and obtained verbal consent from all evaluation participants.

Once an interview or discussion was complete, the evaluation team members would discuss together briefly their perceptions of participant responses, identify any emerging themes and agree on shared understandings. Informal ad hoc reviews of the evaluation activities took place regularly amongst the team members over the entire period of field work. For analysis purposes, the evaluation consultant coded the responses of the evaluation participants and where appropriate compiled the data in a database from which it was queried.

Constraints & Challenges

The planned methodology faced a number of constraints and challenges. Primary among these was the logistical challenge of transportation. Extremely slow road travel and limited flight options in the Oriental province meant that approximately six days were primarily spent travelling. Restricted travel hours in North Kivu limited the number of communities and camps the evaluation team could effectively visit.

A second challenge the team faced was translation. At times responses were being translated from Zande to Lingala and Lingala to French for the economic recovery component and Kinyarwanda to Swahili and Swahili to French for the WASH component. Given that the final report of this evaluation is in English, the team was regularly translating between three and sometimes four languages.

As the evaluation team was composed of all males, members discussed the possibility of encountering gender barriers during data collection activities. The team expressed concern that female respondents might be hesitant to discuss safety and sanitation issues in the presence of male focus group facilitators. It is difficult to know how much this may have influenced how female respondents expressed themselves. However many did openly discuss these particular issues. It would be interesting to engage female evaluation team members in the future in an attempt to see how their presence might influence both male and female respondents.

Figure 2: Cash for Work participants identify both planned and actual expenditures



Findings and Analysis- Emergency WASH support

Effectiveness - Potable water supply

Accessibility

In all four camps visited, respondents appreciated the benefit of having water points accessible within the camps themselves. They said that these water points increased the personal safety of those responsible for collecting water – women and children. Additionally, respondents said that the closer proximity of water access points would, under ideal conditions, decrease the time and effort required to collect water. However, in three of the four camps, respondents said that while these water points existed women and children were still often required to wait long periods of time to access the water and sometimes were not able to do so.

In all three of these camps, water is either permanently or episodically shared with host community households. Because of this, in Mweso, water access is now regulated to several hours in the morning and several hours in the evening (thus allowing the reservoir to refill). While the amount of water per camp resident meets WASH cluster standards, respondents say residents must arrive early at water points, wait for an hour or more in line, and sometimes return home empty-handed if the reservoir runs empty. While they can access water again in the evening, this poses a challenge as most of the water needs occur during the daytime. In all of these cases, participants identified the long periods of waiting as the primary problem.

In Nyanzale, as in Mweso, these waits have resulted in both verbal and physical conflicts amongst women and amongst children fetching water. In Nyanzale, respondents said that it is not uncommon to hear that camp residents have been forced to wait until all host community residents have first collected their water. This result of existing tension between the two populations only exacerbates the relationship. When water is not available, camp residents attribute the problem to the local community. Mercy Corps is addressing this problem by repairing two broken water points within the camp. Additional consequences associated with these inter-related challenges include:

- difficulties in maintaining the cleanliness of public latrines, and
- camp residents leaving the safety of camps to fetch untreated water

All three of the camps which reported long waits for water have also experienced recent population growth. However the target quantity of water per camp resident, as determined by SPHERE and the North Kivu WASH cluster, is still being met.

Effectiveness - Sanitation infrastructure

Quality of the WASH infrastructure

Camp residents interviewed generally agreed that the latrines and showers were of good quality. Only one complaint was made, but it represented a problem cited by all respondent groups in all four of the camps. This problem was the creation of holes in the tarp-clad walls in order to view others in adjoining latrines. The problem was attributed primarily to young children although in two of the camps, both RECOs and mother-chiefs admitted that adult men had also been reported 'peeping'. Holes were created with razor blades, burning sticks and cigarettes. While the evaluation team witnessed these holes in both 4 door and 10 door latrine blocs, interviewees felt the problem was more common in the 4 door blocs.

Several female RECOs considered this peeping a form of violation against women and, while most made light of the peepholes, all respondents affirmed, without hesitation, the need for wood-planked latrines. An additional consequence noted in the Ibuga camp was that in order to position themselves so that they could not be viewed through the peepholes, women were forced to defecate on the latrine floors.

At the time of the evaluation, Mercy Corps was already committed to constructing wood-planked latrines. Wood was being stocked and milled at the Mercy Corps sub-office in Mweso, and the evaluation team witnessed an initial wood latrine built in the Nyanzale camp.

There was a widespread appreciation of the showers amongst those interviewed. No complaints were made regarding the quality of these tarp-clad structures.

Sealing and reconstructing latrines

In spite of the fact that Mercy Corps has consistently surpassed the WASH cluster standards of having one latrine per 50 residents, there were complaints in all four camps that more latrines were needed. It was difficult to effectively assess the validity of these claims. In one camp, respondents agreed that they had to walk more than 5 minutes to use a latrine. However when the evaluation team did an internal walk through the camp, members found that at least

four latrines, within a two minute walking distance, could be viewed at any point during the walk. Additionally, evaluation team members never saw anyone waiting in line to use a latrine.

Furthermore the team learned that the construction of latrines was one of the few sources of income, however small, within the camp community and those residents who were eligible to benefit most directly from these opportunities were the RECOs, Mother-chiefs, and WASH committees – the exact groups the evaluation team was interviewing.

What did emerge is that most often this problem was related to the sealing and reconstruction of latrines. Once a latrine was full, residents had to use other latrines while the latrine was sealed, a new location identified and a new latrine built. It was this waiting time which appeared to be at the core of these critiques. Several causes for this delay were reported. In Mweso, Mongute and Ibuga the volcanic soil made it difficult to dig sufficiently deep latrines. In all four camps usable space was also an issue, particularly in Nyanzale. This demand for space meant that residents would need to move their shelters to other blocs, thereby freeing up space for a new latrine. This seemed to be a major bottleneck as many residents feared they would lose their access to camp services if they moved to another block.

Additional factors influencing the time taken to replace latrines included:

- The evaluation took place upon the completion of the project, at which time Mercy Corps was working to secure the additional funding needed to sustain the camps' WASH support.
- Mercy Corps was also preparing for a transition to building wood-planked latrines and it was decided that waiting a short period of time to construct planked latrines was of greater benefit to residents than continuing to invest in tarp-clad structures.

In Mweso camp, the mother-chiefs and RECOs noted a general preference for the ten-door latrine blocs. They explained that residents felt the four-door latrines filled up too quickly, thus increasing the wait times for latrine replacement. While the four-door latrine pits were smaller, the benefit of these latrines is that the superstructure could be moved to a fresh pit, eliminating the time and resources necessary to rebuild it as well.

Hand washing stations and waste pits

Hand washing stations were observed along with latrines on informal transect walks. In all cases the containers used to store water for hand-washing did contain water. No soap was ever observed, nor did it appear that any soap had been dissolved in the hand-washing water. This was confirmed by RECOs, who said it was virtually impossible to keep soap available at the latrines. The evaluation methodology did not include observation of the hand washing stations; however, one young boy was seen washing his hands after leaving a latrine.

The waste pits appeared to be well used. In none of the four camps was waste viewed anywhere but in the pits. According to RECOs in two of the camps, the waste pits represented a certain value to residents as it was available to be used as fertilizer. Very small gardens, fertilized with older waste, were viewed by the evaluation team. Only in Mweso did respondents complain of chickens and other animals foraging in the pits and thus distributing the waste just outside the pit edges. RECOs in Mweso also noted that they had difficulty finding suitable locations to dispose the waste once the pits were full.

Effectiveness - Hygiene Promotion

Awareness-raising activities

To better understand the effectiveness of the RECO-led hygiene promotion activities the evaluation team asked RECOs to describe those activities they found to be most and least effective. The team also asked community members, mother-chiefs, and WASH committee representatives to identify the last hygiene promotion activity they had witnessed.

RECOs identified individual household visits, mass awareness-raising campaigns and theater and songs as the most effective hygiene promotion tools. Household visits were considered effective as the communication was more direct and behavioral change could be monitored. Likewise, individuals could be encouraged to spread the messages to their neighbors. The mass awareness-raising campaigns (particularly when Mercy Corps representatives participated) were valued by RECOs as these activities lent legitimacy to other hygiene promotion activities. Theater events were popular, and RECOs felt that these activities caused residents to remember the key hygiene messages. Finally songs and games were particularly popular with youth and children and would often draw attention of nearby adults as well. The hygiene activity most commonly cited as ineffective is the radio messaging. Respondents reported that very few camp residents have radios to even hear these messages. The ineffectiveness of radio messaging targeted at camp populations was further validated by a Knowledge, Practice, and Coverage (KPC) study facilitated by Mercy Corps.

All evaluation participants were able to identify the last hygiene promotion activity they had witnessed and briefly describe the key message associated with the activity. Note that these were not detailed descriptions but simply a phrase, such as 'the five occasions when someone should wash their hands'.

Support to RECOs

With respect to their ongoing work, virtually all of the RECOs appreciated the training and in-kind support (soap, biscuits, and shirts) provided by Mercy Corps. In two of the camps RECOs expressed a lack of financial or in-kind support had diminished their motivation in light of the challenges of their responsibilities and the perceptions of camp residents. While RECOs in the other two camps did not say they had lost motivation, they did request similar in-kind support. Interestingly, the most commonly cited requests were for construction and excavation tools such as saws, hammers and shovels. When asked why the desired construction tools, RECOs said they wanted to participate in the construction of WASH infrastructure as well. Additional task-specific requests included boots, protective clothing, and shovels for excavating waste pits, rain gear to facilitate household visits and other awareness-raising activities, and 'Mercy Corps' branded shirts to increase their visibility. Also requested were technical trainings in latrine construction.

When asked to identify the challenges that sapped their motivation, one challenge dominated all others. RECOs in each of the four camps explained that most camp residents insisted that the RECOs are being paid by Mercy Corps. Respondents explained that this has created trust issues with camp residents and has weakened the RECOs ability to motivate households to participate in latrine upkeep, waste pit excavation and awareness-raising activities. They said that often residents refuse requests for assistance, responding that the RECOs are paid to do that work and as such it is their responsibility.

RECO and mother-chief respondents, supported by others, requested that Mercy Corps representatives hold large camp-wide awareness-raising meetings to explain to all residents that the RECOs and mother-chiefs are not being paid by Mercy Corps, but rather conduct their work on a voluntary basis.

Inclusive processes

Camp presidents, mother-chiefs, RECOs, and community members were asked to list those individuals who were consulted when WASH Infrastructure was being built. In all camps, respondents cited the mother-chief of the block, the block chief, the camp president, the RECO, the WASH Committee and a Mercy Corps technician. According to the respondents the mother-chiefs were present to represent the needs of women within their block. This was confirmed by female participants in the focus group discussions with community members. Furthermore, WASH-related concerns identified by female community members aligned with those concerns presented by the mother-chiefs.

Only in Mongute camp did respondents cite a representative of the disabled camp residents. When asked if a representative of disabled persons was consulted, the camp president in Nyanzale confirmed that the 'president of handicapped residents' would typically be consulted if there were known disabled residents in the block. Both in Nyanzale and in Ibuga, it was the responsibility of the block chief to alert the WASH committee of any disabled residents. In Mweso, the camp president said that she knew who the disabled residents were and made sure they had access to accessible latrines. However, one of the community respondents was disabled and said that while his block did have a handicapped accessible latrine (which was full), it was the only such latrine in the camp. Mother-chiefs agreed that these latrines did exist but not for all disabled residents.

While this data cannot be considered representative, it does suggest that women's concerns and priorities have been effectively represented when WASH infrastructure related decisions are taken. However, it would appear that disabled camp residents have not been successfully represented in, at least, three of the four camps.

Safety

Evaluation participants were asked to describe any safety issues associated with WASH infrastructure or activities within the camps. Initially few issues were cited, however more specific questions, such as "Would you permit your daughter to go to the latrines alone at night?" elicited more accounts of security incidents which took place at or near latrines. In three of the four camps, rapes and other forms of gender based violence had been committed against women or girls who had left the more populated living areas after sunset. Several of these incidents took place at or near the latrines, yet it would appear that the issue was not specific to latrines, but more generally to any semi-isolated location. When asked, respondents clarified that these issues were not a result of the design or location of the latrines.

The most common safety issue cited was the aforementioned problem of peeping. As noted, Mercy Corps is now building wood-planked latrines to mitigate this problem.

Other security incidents were cited, yet these either happened prior to the EACAP II program or were considered to be uncommon events.

Sustainability - Transitioning WASH support to camp management committees

In order to assess the readiness of camp residents to take over management of WASH services, the evaluation team asked camp presidents, RECOs, and WASH committees to assess their present capacity and identify the resources they would need to take over these services.

In three of the four sites the camp presidents would not even entertain questions about the transition of WASH responsibilities. They said that this transition to self-sufficiency was not possible and they would not accept it. While all of the RECOs considered it a very bad idea and those in the Mongute camp refused to discuss it, others did respond to the questions. WASH committees, likewise responded to the questions.

Existing capacity and capacity development needs

When RECOs were asked to describe their skills and any additional skill-building they required, most cited WASH-related building skills. For example, the RECOs in Ibuga noted that they possessed combined construction, masonry and excavation (pit-digging) skills and certain individuals requested additional carpentry or plumbing skills. Responses were similar in Nyanzale and in Mweso (this question was not answered by any respondents in Mongute). When asked why they referred to these skills more often than those relevant to their roles as RECOs, they replied that they also wanted to build latrines and showers.

WASH Committee members who responded stated that because of their training and work experience afforded them by Mercy Corps, they felt that they possessed the necessary skills to build the latrines and showers and, in some cases, repair problems with the water access points. Interestingly, when they were asked if they could use these skills should Mercy Corps no longer provide these services, the majority of respondents retracted their statements, saying that they still needed the technical support of Mercy Corps. While none referred directly to the threat this posed to the small cash income they receive for their skilled labor, Mercy Corps staff did reference it as a key issue.

Required resources

Both RECOs and WASH Committee members responded reluctantly that they would require all the necessary tools and materials to construct latrines and showers (e.g. saws, hammers, nails, wrenches, wood planks, and pipes). RECOs also cited the various tools and materials they would require to carry out their current responsibilities (e.g. soap, buckets, shovels, boots, protective clothing, and cleaning supplies).

When one member of the WASH committee was asked to clarify why he felt confident of his skills, yet insisted Mercy Corps must remain, he explained that he was now quite capable of building latrines. He said should he return home, he would build them using cheap and easily available materials. However, he could never afford to build latrines to the standards set within the camps.

These discussions suggest that there are not sufficient resources amongst camp residents to secure the tools and regularly required materials to meet current latrine standards. Yet, WASH committees and RECOs consider themselves competent to take on the tasks should all their requests be granted.

Motivation

Neither RECOs nor WASH Committee technicians were asked to discuss whether they were sufficiently motivated to take over camp WASH services. Nevertheless the issue of motivation consistently emerged.

Across all sites, RECOs complained that they already lacked the motivation to do their job effectively. The evaluation team learned that the position of RECO, while not a paid position is a coveted position amongst camp residents. According to Mercy Corps staff working in the camps, RECOs are not paid but do receive in-kind assistance of soap, biscuits, and Mercy Corps shirts. They also have opportunities to provide unskilled labor for WASH infrastructure construction and receive further in-kind assistance. While none of this in-kind assistance is very much, it is a recognized income and more than most other residents have access to. Another benefit of being a RECO is the association one has with an international organization. This association increases individuals' social status amongst camp residents, and perhaps more importantly, it is perceived to increase their own personal security - popular belief is that armed forces will be less prone to cause harm to a humanitarian. Because of this, the 'Mercy Corps' branded shirts are highly prized.

Figure 3: RECOs sharing stories in the Nyanzale camp



The evaluation team also came to understand that most mother-chiefs interviewed wanted to take on more and more of the RECO responsibilities. Because of their leadership role in their blocks, mother-chiefs are solicited to motivate camp residents to take up the responsibilities of maintaining the various sanitation structures. The mother-chiefs also are the custodians of the sanitation kits provided by Mercy Corps. Interestingly, when asked to identify their responsibilities, they listed many of the responsibilities allocated to RECOs such as conducting hygiene promotion activities, ensuring that latrines were cleaned and maintained, and acting as a liaison for Mercy Corps. In Ibuga, RECOs reported this as a problem and source of tension between themselves and the mother chiefs. Several mother chiefs also asked for official Mercy Corps logo shirts to increase their visibility and requested training in WASH-related construction.

While none of these observations are conclusive, they would seem to indicate that the benefits afforded to RECOs, WASH Committees, and even Mother-chiefs, contribute significantly to their overall motivation. If this is the case and the small cash payments, in-kind assistance, the social capital, and the perception of increased security are removed, it is unclear to what extent camp-led WASH support will be successfully sustained.

Based on the data collected here, the capacity to maintain all but the most technical WASH support does exist within the camps. What would be required are the provision of tools and materials and, quite possibly, some means of remunerating/motivating the RECOs and WASH committees - particularly if they are expected to achieve the North Kivu WASH cluster standards.

Impacts

The findings here are perceived impacts as shared by evaluation participants to the evaluation team. They are camp-specific as only four camps could be visited.

Increased safety for women fetching water in Ibuga

Prior to the EACAP II program, women in the Ibuga camp were obliged to travel outside of the camp and up a mountain to fetch water. According to respondents, there were several incidents where women were accosted and raped while walking to or from the water source. Furthermore, the time required to fetch water was a major burden on the workload of women, and children or older women could not fetch water as the route was too strenuous and unsafe. Rather than climbing the mountain some households chose to fetch water directly from the river which resulted in noticeably high rates of diarrhea. The new water source and water access points within the camp have reduced the number of violent incidents against women. Because the water is now available within the camp, the daily workload of women has lessened and both children and older adults report collecting water from the well. Water is clean and adequate in quantity which has resulted in fewer cases of diarrhea.

Increased sense of security for women when bathing in Mweso

Installation of water points in Mweso camp has increased women's sense of security as they used to bathe in the stream where they washed clothes. The stream, located between the host town and the camp was in a high traffic area, and women bathing reported that they were regularly spied upon. Furthermore, both men and women often went days without bathing for fear of accidentally exposing themselves to people they knew. With more showers and water now available in the camp, these problems have been effectively mitigated.

Increased use of latrines due to hygiene promotion activities in Nyanzale

In Nyanzale camp, respondents noted that prior to the EACAP II program, a large percentage of the camp population still went into the bush and sometimes into the camp showers to defecate. Efforts by RECOs to educate camp residents on the correct use of latrines have reportedly resulted in a significant decrease in the use of showers for these purposes and a perceived increase in the use of latrines.

A wide range of additional claimed impacts were cited including improved overall health, reduced rates of diarrhea, reduced number of cholera cases, increased safety of camp residents, and fewer violent crimes against women. These were not included as they were either unconfirmed by at least two additional sources or they lacked sufficient evidence.

Findings and Analysis - Economic Recovery

Relevance - Were the specific interventions appropriate to meet the program objectives?

According to the program documentation reviewed, the overall objective of the EACAP II program was “to provide cash-based and NFI assistance to conflict-affected communities in Haut and Bas Uélé Territories in Orientale Province while building economic assets of conflict-affected individuals”. Since the cash for work, NFI voucher fairs, and income-generating activities were implemented, the interventions did meet the overall program objective. (It is worth pointing out here that output-based objectives only help organizations understand if they did what they said they would do. These types of objectives do not help us understand the change we hoped to facilitate amongst the beneficiary populations.)

Cash for Work

The objective of Cash-for-Work was to increase the purchasing power of affected households, allowing them access to needed items in the local marketplace. Since markets were capable of adapting to cash injection and respond to the needs of the population, the cash provided by Mercy Corps to participants as payment for the community micro-projects, did increase their purchasing power.

NFI Voucher Fairs

The objective of the NFI fairs was “to promote economic asset restoration through the organization of voucher-based NFI fairs for approximately 2,800 beneficiary households in Northern Dingu and Ango Territories, targeting the most vulnerable beneficiaries who are unable to participate in Cash-for-Work activities”. As a very large majority of the participating populations were farmers, a fair that would have included seed and livestock would have been a more appropriate means to promote economic asset restoration. According to the evaluation respondents, only a small percentage of purchases were economic assets and when respondents did resell fair-purchased NFIs, it was most often to purchase seeds and other agriculture-related items.

One explanation may be that in the program documentation provided to the evaluation team the CfW objective was actually the NFI voucher fair objective and vice versa. This would align with the actual spending patterns of the participants interviewed. However as the objective stands, the NFI voucher fair intervention, specifically targeting the most vulnerable of these communities, would not be considered the most appropriate type of intervention to achieve “economic asset restoration”.

Income-Generating Activities

The objective of the IGA project was “to enable beneficiaries to transition from emergency dependence on humanitarian assistance, providing them with economic assets to enable them to earn their own livelihood.” As the intervention did provide participants with key economic and knowledge assets needed to build/strengthen livelihoods, the intervention can be considered appropriate for meeting its objective. As it is too soon to ascertain whether the intervention was an appropriate means to enable economic self-reliance, follow-up monitoring is recommended.

Relevance - Did the program effectively include those sub-populations it targeted?

Inclusion/Exclusion

Observation of evaluation participants who had been selected for the NFI fair seemed to reaffirm that those included did effectively meet the selection criteria. Between a third and two thirds of participants in each focus group discussion were physically handicapped. A strong majority appeared to be at least 60 years in age. Most wore old and often torn clothing and inexpensive plastic sandals. The few who were younger in age (typically females) were often accompanied by an infant. Furthermore, in responding to questions concerning their purchases, the evaluation team learned that most were responsible for several children (e.g. birth children, orphans, siblings, grand children) and approximately half were either widowed or had lost trace of their spouses when they fled the LRA. It was somewhat more difficult to discern whether those evaluation participants included in the Cash for Work program met the selection criteria.

It is often difficult to determine who was excluded from an intervention targeting the most vulnerable. When posed the question directly, participants all agreed that there were others who met the criteria but were excluded. However, these exclusions were attributed to an insufficient number of targeted beneficiaries. Only one respondent identified a sub group of the population that was missed: orphans. In addition, respondents consistently reported that people working afar in their fields may also have been excluded. With information on the program activities provided at least a month in advance, it is unclear whether these individuals and their households were truly excluded. Most respondents confirmed that at least one person within the household or extended family would have been able to alert them of the program activities in sufficient time.

Fair and Transparent

All the evaluation participants agreed that the beneficiary selection process was fair and transparent. When asked if they, or anyone they knew, had been asked for a small sum of money or in-kind in order to be selected, all respondents replied with an emphatic “No”. One older voucher fair participant came straight to the point, “Everyone knows I have nothing I can offer so why would they ask me for money or a favor?”

Appreciated most about the selection process were the individual household assessments conducted by Mercy Corps staff. When pushed to respond why, respondents explained that this made it clear for everyone in the community that those who were included were supposed to be included. This could indicate the high value these communities accord to fairness and to transparency.

Relevance - Were the interventions relevant to the needs of the target groups

NFI voucher fair

The non-food item voucher fairs, while still putting choice in the hands of beneficiaries, provided them with fewer options. Based on Mercy Corps EACAP I experience and assessments in the territories, the greatest need of displaced, returned, and native populations was for non-food items. As a part of the EACAP II feasibility assessments, Mercy Corps determined an NFI score for households interviewed within the communities targeted. These scores indicated that non-food items were indeed a critical need.

To further assess the relevance of the intervention, the evaluation team asked fair participants if they had sold any of the items they had purchased during the fair. Interestingly, in three of the six locations visited (Mulundu, Ango-Cite Congo, and Kpaika), between 60 and 80 percent of respondents (both male and female) stated that they had sold items. They cited the following five reasons for reselling their purchases:

Health care costs	Kpaika, Cite-Congo, Mulundu
Food	Cite-Congo, Mulundu
School fees	Kpaika, Cite-Congo, Mulundu
Seeds	Kpaika, Cite-Congo, Mulundu
Funeral costs	Kpaika,

Additional questions and analysis revealed that the primary reasons for reselling fair goods in all three locations was to pay school fees and health care costs. These reasons were cited in all three locations. When participants in Kpaika and Mulundu were asked if they would prefer a fair in which one could directly pay school fees, all participants strongly agreed.

In the Ango locations (Cite-Congo and Mulundu), participants cited food and seeds as more critical needs than NFIs. Several even stated that a food distribution would have been more appropriate than the voucher fair. This may be related to the fact that the World Food Program had stopped distributing food to inhabitants in and around Ango. Furthermore, many of the fair participants were very old and/or disabled and did not have the physical capacity or capital to provide for the entire household.

Unlike the Ango locations, in Kpaika fair participants who resold goods, did so primarily to purchase economic assets such as livestock or to start businesses such as small cafes and restaurants. This preference may be partly due to the fact that Kpaika still receives food assistance from WFP. Kpaika is also close to Dungu town and the border of South Sudan which are viable markets for Kpaika goods. Many respondents reported regular travel to these markets both to buy and to sell.

The evaluation team also attempted to understand why no one in Zikilingi, Diebio, and Cite-Mboti claimed to have resold fair items. The two Dungu sites - Zikilingi and Diebio are located approximately an hour apart by road. The fair, which served both communities, was scheduled to take place just before a food distribution. This may very well account for the fact that respondents in these communities claimed to have kept all the fair items they purchased. As for Cite-Mboti, a neighborhood in the town of Ango, the team was unable to even hypothesize why respondents neither resold items nor knew of others who had resold them (particularly when a majority of respondents in the adjoining neighborhood, Cite-Congo, choose to resell). Interestingly, one participant explained that amongst the Zande people, it is culturally taboo to sell or give away a gift in all but the direst of circumstances. A Mercy Corps staff member, who was Zande, explained that the taboo did not include gifts that were tools. Whether or not this taboo influenced participant decisions to either keep or sell fair purchases could not be determined. However, the evaluation team did note that fair participants in Zikilingi and fair vendors in Ango, acted surprised that the question of reselling items was even posed. They insisted that nobody would resell any of these Mercy Corps “souvenirs”.

All of this would seem to indicate that while the fairs did effectively meet the NFI needs of participants, they perhaps did not always meet the most pressing or prioritized needs of the participating populations. Evaluation participants, when asked, said that the fairs would have been more appropriate if they had included food, seeds, and a means to pay school fees. All but four or five interviewees said that they would have preferred to receive cash.

Cash for Work

The primary beneficiaries of the cash for work projects were representatives of highly vulnerable households who were able-bodied and capable of regular physical labor. Cash was paid to participants, who could then spend or save money based on their particular needs and priorities. Thus, this program, like most direct cash-based interventions, was highly relevant to the needs of the primary beneficiaries.

The secondary beneficiaries of this intervention were the communities as a whole. It was expected that they would benefit from the cash for work micro-projects. Working within the resource and time constraints, management committees, elected to represent the population, identified the micro-projects most beneficial to their communities. While this certainly points to the relevancy of the micro-projects, the evaluation team looked to corroborate this with actual usage of the micro-projects. In all cases the various infrastructure built or repaired was being used and in many cases, the micro-projects had already shown positive impacts in the lives of the population (see Zikilingi case study on page 31).

Income-generating activities

Since the IGA intervention was self-selecting and the income-generating activities were chosen by the participants, a certain level of relevance is guaranteed. However, as noted by several community leaders in Ango, the interventions would have been more appropriate had they broadened the range of accepted IGAs to include farming and animal husbandry.

Effectiveness - Overall program

Safety and security

Overall security has not been an issue for any of the Economic Recovery interventions. At the outset of the EACAP II program, the targeted communities were experiencing a state of calm which extended throughout the duration of the program. While 2013 did see a rise in LRA incidents across the province, no incidents were reported in EACAP II communities. Likewise no incident interfered with the implementation of any of the ERP activities.

There were at least three evaluation participants who recalled having fair purchases stolen either on their return or at a later date. However, none of these cases were violent, and in only one case did the thief confront the fair participant. In addition, participants were unable to recall any other known cases of threat or harm towards a participant of any of the ERP interventions.

Program support

One of the largest challenges for the Economic Recovery staff was working in such isolated areas. Mercy Corps' sub office, from where the program was managed, was located in Dungu. Participating communities in the Dungu territory could be accessed via roads; however, the roads were in extremely poor condition, making travel slow and requiring two vehicles (one to tow the other when stuck). To access the communities within the Ango territory required another flight to Ango town and then travel by road. While a road did exist between Dungu, Ango, and various communities in between, it was in such a state of disrepair that it was often impassible.

The first major consequence of this for the program was the delayed deliveries of kits, CfW payments, and vendor reimbursements. In addition to the logistical and financial procedures and approvals that required time and resources in Goma, the request for and delivery of materials and payments were almost always subject to flight and road delays. Payments, which were promised within the space of a month, did not arrive for two months. The delayed procurement and delivery of IGA kits, particularly to Ango communities, forced Mercy Corps to request several no-cost extensions from OFDA. Some of these kits were still being delivered in June.

The second major consequence, which both compounded the aforementioned delays and was compounded by them, was the damage incurred on the vehicles and motorcycles due to the poor state of the roads. During the period of the evaluation alone, one of the vehicles broke down and was left in Bangadi instead of returning to Dungu with the evaluation team. The breakdown was due to a faulty water pump which had been repaired on two earlier occasions. The other vehicle had a non-functioning alternator, faulty brakes, and fatigued shocks. While the evaluation did occur in the final stages of the program, staff confirmed that these types of breakdowns occurred regularly throughout the program's duration. Without a full-time mechanic, staff drivers did their best to maintain the vehicles. Yet a lack of local qualified mechanics, combined with procurement regulations (requiring several iterations of request and approval with Mercy Corps Goma) and transportation delays meant that both project Land Cruisers and motorcycles were, at times, rendered useless for a month or more.

Transparency and Reliability

All respondent groups were asked to critique the manner in which Mercy Corps representatives conducted themselves and facilitated the various interventions. The most common appreciation, recorded across all respondent groups, was that Mercy Corps was both clear and transparent about what they could and could not do and that they always did what they said they would. This attention to integrity and accountability to beneficiaries, in spite of logistical and other challenges, is a performance indicator identified by participants themselves. As such, Mercy Corps staff performance in this regard warrants significant recognition, particularly in light of logistical-related delays. It also warrants keen consideration in all future programming.

Associations - an enabling factor?

A theme which emerged from all the respondent groups was the widespread existence of associations. These associations varied in purpose. The simplest of these associations seemed to be a revolving fund made up of a few individuals. More complex associations consist of several individuals who have joined their capital for some income-generating purpose (e.g. brick-making or carpentry business) or some community development objective (e.g. rehabilitate roads).

Many cash for work participants reported using some of their earnings to contribute to an association or to join/create an association. In Zikilingi, the cash for work management committee became an association, using the Mercy Corps donated tools to initiate additional community development projects. Likewise, fair vendors created ad hoc associations with smaller-scale vendors, permitting them the opportunity to benefit from the fairs as well.

'Associations' resurfaced in discussions with IGA participants as well. All but one or two IGA participants chose to work in groups - as an association - rather than alone. It is unclear whether the IGA program intended to allow for group initiatives or not, but the decision to do so appears to have strengthened the program overall. Most of the IGA participants interviewed had already belonged to an income-generating association and had participated in the IGA project with a clear objective in mind. These included: building much needed capital, securing key livelihood tools, and strengthening their business and management practices. Building on participants' experience of working in associations and their familiarity with the associated benefits and challenges, the program could give greater attention to strengthening higher level business and technical skills, including longer-term planning and diversification of activities.

The case of bicycles and mattresses

In discussions with cash for work and voucher fair participants, the evaluation team attempted to understand not only what respondents purchased, but what they had planned to purchase. When analyzing purchases which were intended but not realized, two particular items stood out: bicycles and mattresses.

In all the locations visited, but particularly in the Dungu sites, bicycles were a highly-valued and versatile economic asset. According to respondents, bicycles were used to:

- transport agricultural goods from fields to markets (often hundreds of kilometers away);
- transport merchandise for small—scale commerce; and to
- offer income-generating transport services for others.

Additionally, respondents valued bicycles as a means to transport sick family members to clinics and hospitals. Bicycles also held a high resale value and were considered a symbol of elevated social status.

Both fair and cash for work respondents claimed that had the amounts of vouchers or cash been sufficient they would have certainly purchased a bicycle. Many still retain longer term plans to purchase a bicycle by earning income either through agriculture or animal husbandry.

Mattresses, on the other hand, were considered a desirable luxury item. When asked to explain why mattresses were so desirable, most respondents said that they had never owned a mattress, and hoped that before they died they would sleep regularly on a mattress. They also noted that they had never possessed, until now, sufficient money in hand to purchase one. While a range of mattresses was available during the fair and the costs did not exceed the \$60 provided, most respondents chose to purchase other higher priority items such as kitchen utensils and clothes or to pay their children's school fees.

Effectiveness - NFI Voucher Fairs

What was purchased

The charts below indicate the purchases of fair participants interviewed in this evaluation. Figure X.X compares the purchases of female fair participants versus those of male participants. Women tended to purchase more clothes than men, while men, it appears, equally prioritized clothing and household items. Additionally, economic assets, such as agricultural tools, trade-specific tools and bicycles were more heavily purchased by males than females during the fairs.

Comparing fair purchases of participants in Ango and Dungu reveals that more respondents in Ango purchased household items than clothes (the reverse in Dungu) and that school-related purchases ranked higher amongst purchases in Ango than in Dungu.

Figure 4: Summary of fair purchases by sex

Women	% of purchases by category	Men	% of purchases by category
Adult Clothes	39%	Household items	30%
Household items	28%	Adult Clothes	30%
Children's Clothes (mostly school uniforms)	12%	Agriculture/economic assets (e.g. machetes, hoes)	14%
School materials	10%	Children's Clothes (mostly school uniforms)	8%
Flashlight	4%	Bed/mattress	8%
Agriculture/economic assets (e.g. machetes, hoes)	3%		

Figure 5: Summary of fair purchases by territory

Ango	% of purchases by category	Dungu	% of purchases by category
Household items	30%	Household items	28%
Adult Clothes	26%	Adult Clothes	43%
School materials	13%	Children's Clothes (primarily school uniforms)	9%
Children's Clothes (primarily school uniforms)	11%	Bed/mattress	6%
Agriculture/economic assets	11%	Flashlight	5%
Bed/mattress	4%	Toiletries	3%
		Agriculture/ economic assets	2%

It's interesting to note the priority given to schooling. While in these communities, the majority of teachers are untrained volunteers, there still exists a strong sentiment that if a child, particularly a boy, is to have a better life, he must attend school. During the evaluation, the team did not record quantitative differences between school uniforms and children's clothes purchased for non-school reasons, however it was agreed amongst the team that the majority of the time children's clothes were cited, the participants referred specifically to school uniforms. This would increase the percentage of women's spending on schooling to 22% nearing that of household items.

Given these statistics, it is commendable that Mercy Corps ensured that school uniforms were available at the fair. However given that fair goods were resold in order to pay for school fees, one possible program modification might be to incorporate the payment of school fees in future NFI voucher fairs.

Quality and quantity of fair merchandise

While the evaluation team did not ask respondents about the quality of the items they purchased, this data was captured by Mercy Corps program staff after the fairs. Of 280 respondents, 80% said that the items they purchased were of good quality, 19% considered them average, and less than one percent felt the quality was poor.

Only one of 55 respondents said they were not able to purchase what they wanted because vendors had run out of stock. Fair vendors reported running out of mattresses, however this may have been limited to specific vendors and not the fairs in general.

Vouchers and pricing

On the whole respondents reported that the voucher system was explained well. Several vendors and participants noted that any remaining questions they had about the process were addressed the morning of the fair. While most respondents stated that they experienced no issues using the vouchers, a few did encounter problems, such as:

One woman thought the vouchers retained their value outside the fair and she saved almost half of them to spend at a later date.

An older man, who did not understand the values of the different vouchers, had a young boy accompany him to manage the vouchers and the purchasing. Sadly the boy lied to the old man and used several of the vouchers for himself.

A very old woman lost her fair registration papers before the fair. Without this registration, she would not have been able to participate. Thankfully a day or two before the fair, a young man found and returned her registration to her. During the fair, she bought the young man a new pair of shoes.

Figure 6: Counting vouchers after the fair



Mercy Corps created vouchers in a sufficiently large array of denominations which facilitated making change during transactions. Even so, the need for change proved a minor issue. To eliminate the need to make change, fair vendors claimed that they would drop the price marginally for participants who were purchasing several items. Otherwise, participants and vendors alike looked to others to exchange appropriate vouchers to make change. An exchange bureau, which would have addressed this issue, was considered at one point, but not implemented.

Most evaluation respondents considered the prices of goods to be fair. This aligned with the post-fair monitoring data collected by Mercy Corps. Participants also preferred bartering versus fixed pricing. Vendors, who had been encouraged by Mercy Corps to resist any urge towards price-gouging, said the only changes they made to their prices were to incorporate transportation costs (note that Mercy Corps had predicted this small price increase and adjusted the total value of vouchers given to each participant to reflect it). Many vendors interviewed said that they typically decreased their prices during the fair as a competitive strategy.

Who benefitted most?

In order to better understand how benefits were distributed throughout the households, the evaluation team asked fair participants two questions: “Who was consulted when planning purchases before the fair?”, and “Who benefitted the most from the actual fair purchases?” Responses to the question of consultations, disaggregated by sex, are found in figure 4. While the sample is too small to be representative, the much higher percentage of women versus men, who did not consult others, drew the attention of the evaluation team. Further questioning revealed that women most often did not consult with children in the family, as unlike most of the men, they considered themselves very aware of the children’s needs. Additionally the evaluation team found a higher number of female versus male widows amongst the fair participants. These two factors may account for the high number of female respondents who made purchasing decisions alone. Very few respondents consulted with their children.

Figure 7: Who made purchasing decisions?

Women made decisions	# of responses	Men made decisions	# of responses
Alone	24	Only with spouse	14
With family	5	Alone	10
Only with spouse	5	With family	3

When respondents were asked directly who benefitted most from their purchases, 61% identified themselves as the largest beneficiary. The data showed very different results when disaggregated by sex; 80% of women, versus 37% of men, considered themselves the largest beneficiary and no women identified their spouse as the largest beneficiary. When disaggregating the data by territory, we see similar results. Once again the data is most certainly skewed by the high number of female widows and female-headed households, particularly in the Ango sites.

One other point worth noting is that while school-related purchases received considerable priority, children were not considered to be the largest beneficiaries of the fair purchases.

Fair vendors

With respect to implementation, the vendors interviewed all felt that the fairs were very well organized. They noted that the process was made clear both prior to the fair and just before its opening. They also appreciated that Mercy Corps representatives consulted with them on implementation issues. For example, in order to distribute business more evenly across all vendors, the vendors asked, and Mercy Corps agreed, to enact a short waiting period once the fair began so that beneficiaries might move around amongst all of the vendors before buying and selling began.

Vendors also acknowledged that Mercy Corps was very transparent and lived up to its word. However one significant point of frustration was the delay of reimbursements to the fair vendors. This created problems for those who had borrowed money to ensure sufficient merchandise was available during the fair. While this frustration was echoed by all the vendors, they also appreciated that once Mercy Corps staff members knew the payments would be late, they immediately communicated this to the vendors.

Effectiveness - Cash for Work

What participants planned, purchased and why

The evaluation team developed a participatory assessment activity in order to explore more deeply the priorities and desires of participants as well as the realities that governed how they spent the money they earned.

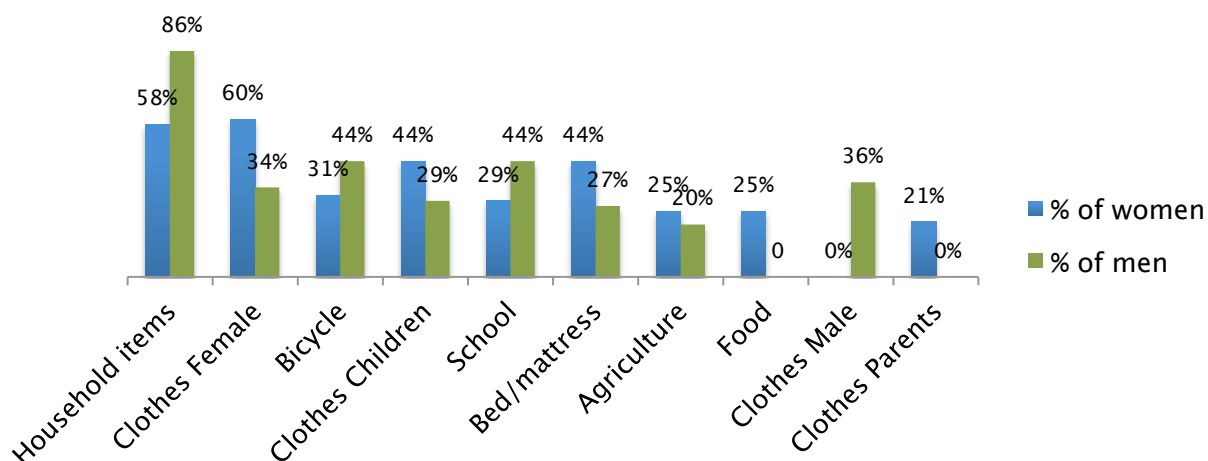
The first part of the activity attempted to identify what respondents had planned or wished to do with the money they earned from the Cash for Work intervention. Following are the most commonly cited plans for spending cash for work earnings.

Figure 8: Planned Expenditures

Category of expenditure	% of respondents
Household items	74%
Clothes Female (participant or spouse)	46%
Bicycle	38%
School	37%
Clothes Children (primarily school uniforms)	36%
Bed/mattress	35%
Clothes Male (participant or spouse)	28%
Agriculture	22%
Food	21%
Clothes Parents	12%

The high number of non-food items cited as high priority intended purchases would seem to confirm the findings of Mercy Corps' original needs assessment. Of note is the priority given to schooling (both fees and uniforms) and the high value respondents accorded to bicycles and mattresses. Also of interest, clothes for women were considered a higher priority purchase than clothes for men. Disaggregating the intended purchases by sex indicates that women prioritized purchasing clothes for themselves and household items, followed by mattress and clothes for their children. Men appeared to highly prioritize the purchase of household items, followed by the payment of school fees and the purchase of a bicycle (for income generation).

Figure 9: Planned Expenditures for men and women



Comparing planned purchases of Ango versus Dungu respondents, the team found that in Dungu, many more respondents planned to use their earnings to rebuild livelihood strategies (30 % of cited uses in Dungu versus 13% in Ango).

Participants were asked to explain why they intended to spend their earnings as described. Interestingly there was little difference in the justifications provided by women versus men, or in Ango versus Dungu.

Figure 10: Common fair items purchased and justifications

Female clothing	In addition to practical value, high social value accorded to women’s clothing, both by women and by their husbands.
Household items	All these items, particularly cooking-related items were lost when families fled the LRA. Women have been borrowing items such as pots to prepare food, often using the same pot to prepare cassava then the sauce.
Bicycle	Unanimously described as an important livelihood tool/economic asset
Male clothing	Primarily for practical reasons. A few much younger men did cite the importance of dressing well.
Clothes for children	The purchase of children’s clothing was considered a practical necessity. For many, the youngest children did not have clothes and older children needed clothes/uniforms for school.

After collaboratively reviewing respondent’s purchasing plans and discussing their justifications, the respondents presented their actual expenditures.

Figure 11: Participatory analysis of planned and actual purchases



Aggregating the responses of all participants interviewed, one can see that household items, female clothes, school fees, and children’s clothes were highly purchased items and reflected the original purchasing plans of participants (although fewer respondents purchased household items than had planned to).

Figure 12: Comparison of planned versus actual purchases

Planned purchases		Actual purchases	
Household items	74%	Household items	49%
Clothes Female (participant or spouse)	46%	School	43%
Bicycle	38%	Clothes Female	36%
School	37%	Hospital/health care	30%
Clothes Children (primarily school uniforms)	36%	Clothes Children	26%
Bed/mattress	35%	Food	21%
Clothes Male (participant or spouse)	28%	Bicycle (primarily bicycle parts)	21%
Agriculture	22%	Clothes Male	19%
Food	21%	Trade tool	16%
Clothes Parents	12%	Agriculture	13%

By comparing planned and actual purchases a few differences stand out. Bicycles, although desired were rarely purchased.

However, results showed that bicycle parts were still valued items, purchased by 21% of the respondents. All participants noted that the money they earned from the Cash for Work was insufficient to purchase even most used bicycles. Likewise, while 35% of respondents wanted to purchase a mattress, only 8% did. On receiving their payment, most respondents felt that if they purchased a mattress they would have little money left for other needs and so decided against it. Also worthy of note is the 30% of respondents who spent part of their earnings on health care (when someone did spend money on health care, they most often spent their entire earnings). As the health care expenditures were primarily unforeseen, they significantly impacted how any remaining money was spent.

Disaggregation of actual purchases by sex showed that an equal percentage of men purchased clothing for their wives as women who purchased clothing for themselves. While 15% of women purchased clothes for their parents, no men did so. Also a greater percentage of men paid for school fees.

In an attempt to provide somewhat more useful data, the evaluation team asked respondents to create a hierarchy of needs. Presented with a scenario of someone arriving in a village after having fled their own with nothing, respondents identified needs and ordered them from greatest to least important.

Using this hierarchy of needs, the team then coded the data into the following values: primary, secondary and tertiary needs, livelihood (income-earning asset), gift, health care, school fees, and social necessity.

Figure 13: Participatory hierarchy of needs

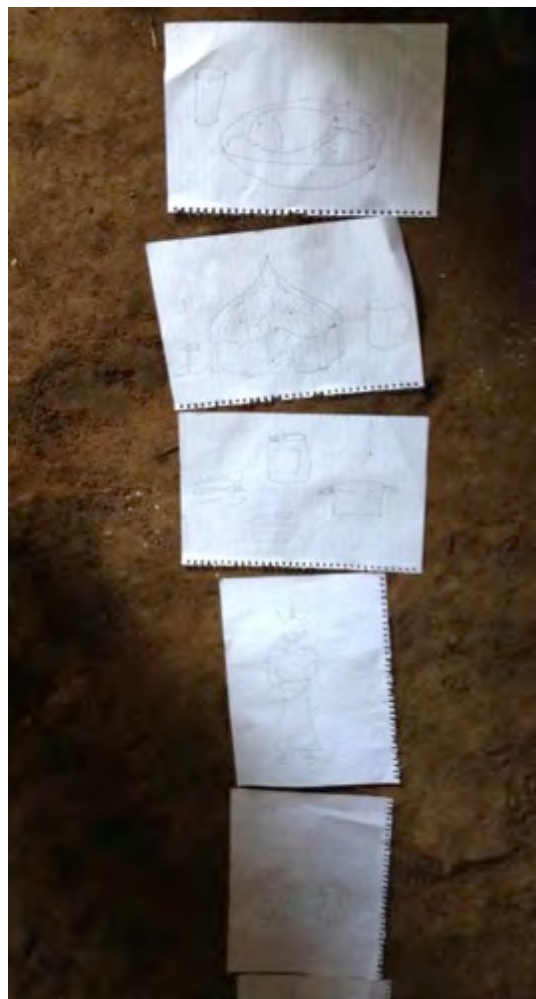


Figure 14: Hierarchy of needs categorized

Hierarchy of needs	Category
Food	Primary Need
Shelter	Primary Need
Health Care	Health Care
Household items	Secondary Need
Women's clothes	Secondary Need
Children's clothes	Secondary Need
Men's clothes	Secondary Need
Schooling	Schooling
Bicycle	Livelihood
Farming Tools	Livelihood
Bags	Livelihood
Beds/Mattresses	Tertiary Need
Radio	Tertiary Need

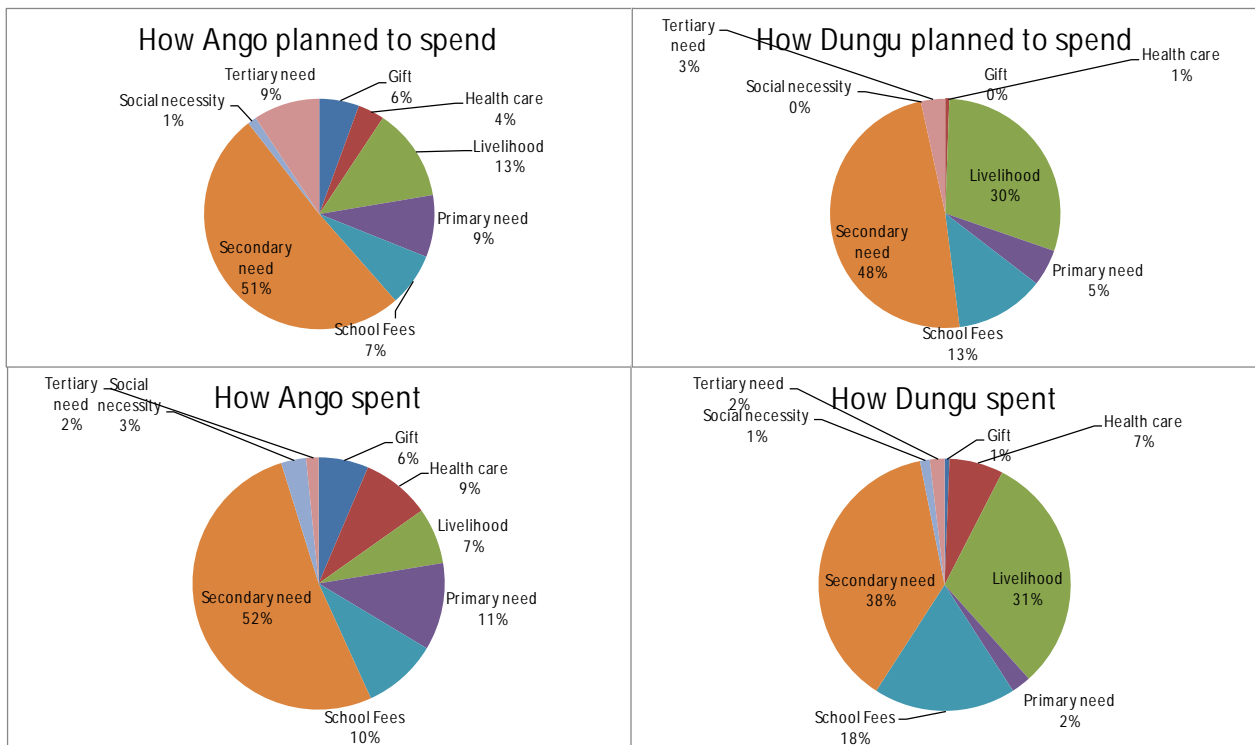
Both men and women experienced unforeseen health issues for which they spent some or all of their earnings. Likewise both men and women spent more than they originally intended on school fees. Both health care and school fees were considered highly important. Both men and women spent more than they had planned on health care. Because of the unforeseen health expenditures, participants had less money for purchases than initially planned. One woman in Kpaika had spent all of her earnings when a relative was taken to the hospital and thus could not start the small business she intended. While it is impossible to make any statistically significant correlations, it is interesting to consider the difference between planned and actual spending when disaggregated by sex.

In general, women spent as planned on secondary needs (such as clothes and household goods) and spent less than intended on: tertiary needs, livelihood assets and food (primary need). Alternatively men spent as planned on livelihood assets, and spent less than intended on secondary and tertiary needs.

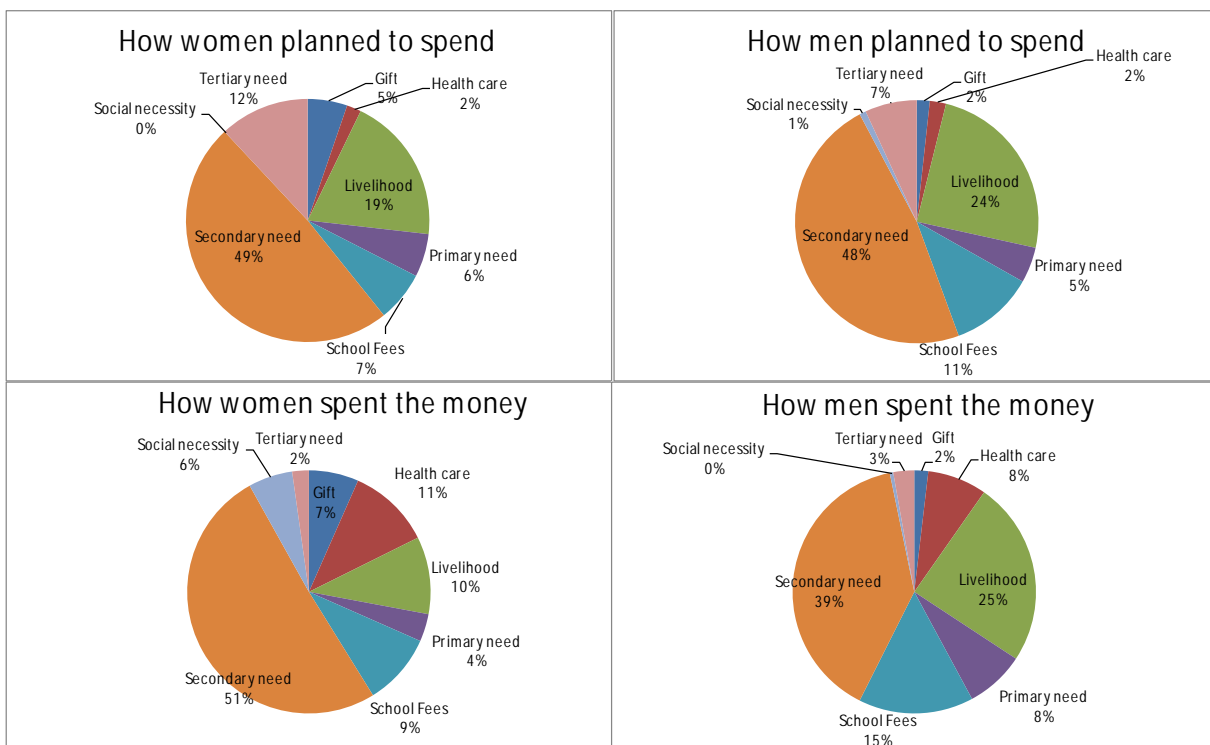
According to this data one might hypothesize that secondary needs such as household goods and clothing are more highly valued by women in these contexts while livelihood assets and food are considered more important by men. Such a claim would not contradict typical gender divisions of labor in rural Congo. This data could also represent the shift in spending patterns by sex when unforeseen or important expenses arise. However to make claims about either of these hypotheses would require more rigorous research.

It is interesting to see a similar trend in the data disaggregated by territory. Respondents in Ango both planned and purchased a higher percentage of food than did the respondents in Dungu. Respondents in Dungu more often planned and purchased livelihood assets than their counterparts in Ango. This would reaffirm the greater economic

Figure 16: Planned versus actual spending for respondents from Ango and Dungu



vulnerability of the inhabitants of Ango. When respondents spent more on school fees and health care, those of Ango still spent as planned on secondary needs, while spending more than intended on food and less on livelihood assets. In Dungu, respondents spent as planned on livelihood assets while spending less on secondary needs.



Who benefitted most?

As with the voucher fair respondents, the evaluation team asked cash for work participants who they consulted when deciding how to use their earnings and who benefitted the most from the money earned.

In general, less than a third of the respondents made their decisions alone. Of those who did make the decision alone at least half were unmarried. Otherwise, most men and women alike consulted with their spouse or some other family member to decide how to spend their earnings.

Figure 17: Who made cash for work purchasing decisions?

Women made decisions	# of responses	Men made decisions	# of responses
Spouse	18	Spouse	20
Alone	9	Alone	12
Extended family	5	Family	7
Family	1		

When respondents were asked who benefitted most from their earnings, 28% of men said they benefitted most and 23% said their wife benefitted most. Conversely, 32% of women said they benefitted most while only 3% said their spouse benefitted most. 20% of respondents said their children were the biggest beneficiaries.

Micro-projects

The majority of general appreciation concerning Mercy Corps and the EACAP II program focused on these micro-projects. The evaluation team visited several of the cash for work micro-projects. While the visits fell neither on school nor market days, the structures showed clear indication of use. The usage of the micro-projects was further confirmed by community members, leaders, and traveling vendors.

One of the most common criticisms of the micro-projects was their 'semi-durable' nature. In both territories of Dungen and Ango, a large number of school buildings and health centers were built or renovated. Rather than using materials considered 'durable' by the population (i.e. concrete block, fired brick, corrugated tin roofing), more traditional structures were built using unfired brick and thatch roofing. Community members, and particularly community leaders, were highly appreciative of the new structures, but noted that most would require considerable maintenance and repair within the space of a year. They argued that building more durable structures would have been a much better investment. From Mercy Corps' perspective, these projects were never intended to be more than semi-durable. Durable structures would require more skilled labor and the purpose of the cash for work project was to employ a high number of unskilled workers.

Amount paid per person

Cash for work participants, community leaders, and Mercy Corps staff agreed that while the 4 USD daily rate for 20 days was certainly helpful, it was not sufficient to make much of an impact on the longer term well-being of the participants. This seemed to be particularly true when health care needs were considered. Many cash for work participants spent all their money on medicine and care, leaving them with nothing to spend on other needs. When asked to propose a daily rate, evaluation respondents proposed a rate of 5 USD/day for 20 days (totaling 100USD). It appears this rate has been used by other international organizations conducting cash for work programs in the area. The overall adequacy of the amount also relies on the purpose of the intervention. If the objective is simply to increase the purchasing power of participants, then the 80USD effectively did that. However, if the intention is to help respondents build or rebuild viable livelihood strategies, then the overall amount earned would not be adequate. If livelihood recovery is intended, the approximate price of a bicycle might be used as a total amount earned per beneficiary (given the widespread appreciation of the bicycle as a versatile and somewhat more accessible economic asset).

Impacts - NFI Voucher Fair

Vendors

The fair vendors, on a per individual basis, probably saw the largest benefits of any program participant. Mercy Corps interviewed 30 vendors after the fairs and discovered that on average, individual vendor profits made on the fair day were equivalent to the profits made normally over 31 days.

Four of the five vendors interviewed in Bangadi reported using the profits made from the fairs to build, or complete, a new house or store. Vendors in Ango reported building new homes and purchasing motorcycles. Vendors both

increased and expanded their stock and several reported expanding their operations to cover more distant market locations. However, the real extent of this geographic expansion remains unclear.

All those interviewed agreed that the largest challenge they faced was a seasonal and relatively stagnant local economy. While the vendors reaped large benefits from the fair and perhaps new stores increased their visibility and market share, the population's purchasing power was not significantly changed.

In preparation for the fair, the federation of traders, both in Bangadi and in Ango, arranged to incorporate smaller-scale vendors - "*nos petits freres*" or "our little brothers"- so that they might benefit from the fair as well. According to the federation president, this was simply their social responsibility. The vendors interviewed all appeared shocked when asked if they charged the small-scale vendors a fee or percentage of sales. None of them had.

As a result of this, many of the small-scale vendors (some of whom had borrowed money or merchandise to sell at the fairs) were able to build up enough capital to open up their own stands in Bangadi and sell at weekly markets along the Dungu - Doruma road. One of these vendors reported constructing a small store in his neighborhood.

In addition, several vendors invested fair earnings in other income-earning activities. For example, in Cite Mboti, one woman has purchased a cassava mill so as to profit from milling needs within the community. Another vendor in Bangadi built and stocked the first pharmacy in town.

In light of an ever stagnating economy, these may be the few examples of sustainable impacts amongst the voucher fair participants and vendors alike.

Fair participants

Impacts of the voucher fair reported by participants were directly related to the utility of the items they purchased. For example:

- The large number of participants who purchased cooking pots claimed that because of these pots they no longer had to borrow pots from host families or others.
- Purchasers of plastic jerry cans said they could now store more water where they lived decreasing the number of daily trips they made to fetch water.
- Those who purchased clothes for themselves or their children noted that they no longer needed to wear old torn clothing and that they could now attend church without feeling ashamed. Several men in Mulundu said they previously did not have shoes and now did.
- A few older participants exclaimed that for the first time in their lives they were sleeping on a foam mattress.

Of 61 participants interviewed only nine participants reported purchasing livelihood-related items. These were primarily agricultural tools, such as machetes and hoes. While in a few cases these tools were noted to increase productivity, there were no stories of any significant changes.

Less predictable impacts emerged when participants sold or exchanged fair purchases:

- One widow offered the machete she purchased at the fair to a young man, who in exchange cleared and tilled her field.
- One woman purchased a large amount of clothes and slowly sold them to regularly pay for her children's school and exam fees.
- A disabled woman purchased new tires and inner tubes as those on her wheelchair no longer held air. However, she was obliged to sell all of them in order to pay for food for her and her household.
- In Mulundu, more than half of the male and female respondents sold fair goods in order to purchase rice and peanuts, both to plant and to eat.

Figure 18: Fair participants in Diebio



Impacts - Cash for Work

Community level impacts

The micro-projects completed by the cash for work teams drew the most comments concerning impact. In the village of Mulundu where the Cash for Work team rebuilt the community health center, respondents explained that they now are no longer obliged to travel into Ango town to purchase medicine (the government has allocated a health care worker to the village, since the health center was constructed).

In the weekly market of Zikilingi, residents noted new goods, which had previously only been available by travel to the larger towns of Bangadi or Doruma. This may have less to do with the reconstruction of the physical marketplace and more to do with the expansion of stock and coverage by Bangadi traders. These traders, having benefitted greatly from the program's injection of cash into the local economy, cited diversification and increase of stock and geographical coverage as direct results of profits they made from the voucher fairs and cash for work programs.

While some participants noted an increase in school enrollment or attendance as a direct result of classroom renovations, the evaluation team was unable to confirm this with school administrators. Likewise the team was unable to determine any actual impacts of the road-clearing projects.

CfW participants

As with the fair participants, a large portion of the impacts noted by the cash for work participants were the result of fulfilling a very specific basic need. Participants, who fled their homes with nothing, now had cooking utensils to prepare meals for their families. Young children, for whom school uniforms were purchased, were not sent home from schools for not wearing one.

Unlike the fair participants, CfW participants received cash, which appeared to have expanded the range of impacts. Over 30% of respondents said the cash allowed them to pay for treatment of chronic and emergency health problems. Cash also allowed several respondents to meet social obligations. At least two young male respondents said they were able to pay for their dowry and three respondents in Kpaika said that they used their cash to bury relatives who had recently died.

A few participants noted that the cash had an empowering impact for them. One young man noted that for the past year he and his family were entirely dependent on host families to provide for all their needs. This was the first time that he was able to provide for his own family and share food with those who so long had supported him. Others recalled paying long overdue debts and, in doing so, re-strengthening relationships.

The evaluation team saw a much higher investment in livelihood assets by CfW participants versus fair participants. CfW participants who purchased seeds have reported larger and higher yielding gardens. Several women said they purchased ovens for processing palm oil and have already begun earning money. Five respondents in Dungu said they began small-scale commercial activities by using their earnings to purchase sugar, cigarettes and candy for resale. An additional man provided his son with a portion of the earning so as he might start a small business of his own. Three women in Kpaika had started small restaurants and cafes with their earnings, and several young men purchased parts to repair their bicycles and begin transporting goods for sale in neighboring countries, border markets and nearby villages.

Also worth noting, the majority of respondents in Zikilingi (and a lesser percentage of respondents in the other sites) claimed to have contributed some portion of their earnings to an association of which they belonged. These associations were primarily income-earning ventures which pooled the money of members to create the needed capital for greater income-earning activities. Examples of these activities include rice plantations, palm oil processing, and brick-making. While impacts of these activities could not be verified nor directly attributed to the cash for work interventions, they do hold promise as long-term more sustainable impacts.

Impacts - Income Generating Activities

Many of the income-generating activities had only just begun at the time of the evaluation and therefore it was difficult for the team to ascertain if the interventions had successfully allowed participants to become self-reliant. As several of the respondents noted, “if you want to see a lot of money and big changes quickly, you should not try to start a business here...it takes hard work and patience.” That said, over half of those asked, had already noted impacts in the way they conducted their businesses and some were already able to show profits.

In focus group discussions, respondents were asked to reflect on their efforts since the intervention and to identify one aspect of the project which has been most useful to them. The majority of respondents cited the financial trainings as the most useful aspect of the project. For many, they were, for the first time, tracking expenses and income. They said that this permitted them to understand what was happening with their money, allowing some to more effectively save and invest.

Additionally, over two thirds of respondents described progress they had already made in growing or diversifying their businesses. For example:

- A brick-making group has now added an additional workshop;
- A group of women, who started a restaurant in Ango town have added beer and other drinks to their menu;
- A soap-making association is now selling small-scale merchandise (e.g. sugar, matches) alongside its soap;
- A group of tailors are currently saving a proportion of their earnings to purchase an embroidery machine to expand their services; and
- A motorcycle and bicycle mechanic has added four apprentices to his business.

Local leaders, interviewed by the evaluation team, said that many of the services provided to their communities via the IGAs are well appreciated. In some cases, such as a hair salon, this is the first time the community has had access to such goods and services. One particular case, described below, has not only proven a success for the IGA group involved, but has demonstrated compounded benefits for individual farmers and the local economy in general.

Figure 19: The Zikilingi Rice Mill

The community of Zikilingi is mostly made up of individuals and families displaced when the village Zigbi was raided by LRA forces. Amongst the displaced a group of widowers formed an association of rice growers. With the small member contributions, the association had purchased 4 hectares of land on which they were growing rice. The roads leading away from Zikilingi are in a terrible state, however they led to three key rice markets and peoples throughout the area commonly transported their rice to be sold at these markets. To make the venture more than marginally profitable required that farmers find a means to mill the rice before selling it. The cost of un-milled rice, for example, at South Sudanese border market was less than half the price of milled rice. Therefore the sale of un-milled rice often covered only a little more than the transportation costs.

When Mercy Corps approached the population of Zikilingi to participate in the EACAP II program, several members of the rice-growers association were chosen to participate in the cash for work program. These members decided to invest a portion of their earnings into the IGA project and were joined by other members. A large enough group, they were able to combine their 140 USD/per person Mercy Corps investments along with their own earnings and contributions and purchase a rice mill and generator. The rice mill, once set up, began attracting business from Zikilingi farmers. Soon afterwards, farmers from neighboring towns like Diagbe began transporting their rice harvests to Zikilingi for milling before taking them to sell at the border markets.

The chief of Diebio, an EACAP II supported community further up the road, complained that none of the participants in Diebio had proposed such a relevant income generating activity. Furthermore, local cash for work participants were now investing in strategies to increase their rice production as they now could process it now much more cheaply and

thus significantly increase their profit from rice sales. When one young head of household found her Cash for Work earnings to be inadequate for the purchase of a bicycle, she invested heavily in rice. She explained that now, with a rice mill in town, she would be able to double her profit from rice sales at the border market. She predicted that within one year, she would be able to purchase the bicycle she wanted and put it to use - transporting her rice to mill and market.

With the earnings coming in from the rice mill, the association has decided to invest in clearing the road back to Zigbi. While none claimed that they were ready to return, they did want to re-establish access to their home.

Recommendations

Emergency WASH support to IDPs

Recommendation 1: Ensure better representation of residents with disabilities in WASH support activities

Handicap accessible latrines were observed and/or visited in each of the four camps. However in all four of the camps, residents noted that there were people with disabilities who did not have access to a handicap accessible latrine. When asked who was responsible for determining the location and design of a latrine bloc, only one respondent in one of four camps mentioned a representative of disabled residents. When asked specifically whether a representative for disabled residents was ever present, no one could reply affirmatively. In one camp, the camp president said that she was aware of where disabled residents lived and thus represented them when planning a new latrine, yet one disabled respondent openly disagreed with the president stating that disabled residents have not been effectively represented in the process. While the quality of the latrines were appreciated by the few disabled residents with whom the evaluation team spoke, they were not adequate to service all those who needed them. If the data collected in these four camps is representative of the situation in other camps, it would be advisable to more proactively ensure that disabled residents are identified and effectively represented in the planning of new latrine construction.

Recommendation 2: Enact processes to reduce lag time between sealing of old latrines and provision of new latrines.

Mercy Corps effectively achieved the North Kivu WASH Cluster standard of one latrine to 50 residents. Nonetheless a common challenge voiced in all camps was the extended waiting times between when a latrine was sealed and when a new latrine was ready for use. There are several external factors that have bottlenecked the process in various locations - a major factor being lack of space. Yet the evaluation team received one recommendation from a camp resident that is worth including here. The recommendation is to charge RECOs and/or WASH Committees with monitoring pit latrine levels. When the pit latrines are almost full, but still usable, initiate the construction of a new latrine block. Once the new latrine block is prepared, seal off the old latrine.

Recommendation 3: Consider income-generating activities as part of transition/exit strategy

Both RECO and WASH Committee members unanimously agreed that if WASH services were to be transitioned to them, they would require the tools and materials to construct and maintain WASH infrastructure. Mercy Corps has demonstrated experience in designing and implementing income-generating activity projects and RECOs in two camps and a WASH committee member in another have requested that they be considered for such a project. With a careful attention to market capacity and the appropriate organizational and accountability structures in place, this could be one means to address Mercy Corps' biggest challenge to a successful transition strategy. While it may not prove appropriate, it is definitely worth consideration.

Economic Recovery Program

Recommendation 4: Continued commitment to participatory programming

The economic recovery program in Haut and Bas Uele demonstrated a reflective and nuanced attention to participant engagement, decision-making and accountability. This is illustrated in the engagement of community members in developing selection criteria and choosing participants, the community election of CfW management committees, and the collaboration with vendors in determining voucher fair procedures. The term "participatory" is often wielded without the thorough and nuanced understanding and commitment necessary to realize the benefits it can achieve. The ERP component of the program represented a realistic and dedicated integration of participatory values throughout the program cycle. As it was outside the scope of this evaluation to assess in detail this aspect of the program, it is recommended that internal lesson-learning review take place with the program staff. It is also recommended that such lessons learned serve to inform future program design, planning and implementation.

Recommendation 5: Expand goods and services available in voucher fairs or consider replacing voucher fair activity with cash transfer programs.

While the voucher fairs were well appreciated by participants and responded to priorities identified in the initial needs assessment, there was a significant number of respondents who resold fair items to pay for health care, school fees, food, and livelihood assets. While the voucher fair does give considerable agency to participants in choosing what they need/prioritize, it would appear in this case that the breadth of options was considerably less than the breadth of needs across the intervention sites.

To make the fairs more relevant to the diverse range of participant needs, it is recommended that seed, livestock, and food be included in the fair merchandise. Another important inclusion would be the capacity to pay school fees at the

fair. Evaluation respondents unanimously agreed that this would greatly improve the fairs' effectiveness. Concern Worldwide demonstrated a successful example of this in North Kivu¹.

When fair participants interviewed were asked if they would prefer voucher fairs or cash transfers, an overwhelming majority said they would prefer cash. The few who didn't agree felt that this larger than normal amount of money would be difficult to manage and might disappear quickly (particularly with social obligations to assist family members and friends). If this is an important consideration in future economic recovery programs, cash could be delivered in several smaller tranches or participants could be asked to identify useful measures to eliminate this worry.

Safety and security are important considerations when facilitating cash transfer programs in conflict and post-conflict contexts. Obviously a risk assessment would need to be conducted, before making such a decision. The relative stability in the EACAP II sites would make a cash transfer project more feasible if similar economic recovery programs are in the pipeline. However as banking services do not exist in any of the rural areas, thought must be given to security measures when delivering cash.

Finally, given the successful implementation of the ERP interventions by the program staff and the wealth of evidence-based documentation available on cash transfer programming, it is felt that existing staff capacity would be sufficient to design and effectively implement a cash transfer program.

Recommendation 6: Identify means to streamline payment procedures and mitigate late payments to beneficiaries

Late delivery of payments and kits was one of the few complaints cited, yet it was cited consistently amongst fair vendors, cash for work participants, IGA groups, and community leaders. Mercy Corps staff mitigated the frustration by ensuring relevant parties were regularly made aware of the status of late goods and payments, yet even staff considered this a minor threat to the integrity of the program.

This is not a simple challenge to address. Flight delays are common, road conditions can cause further delays, and strict procurement and financial procedures that ensure Mercy Corps' financial integrity and accountability must be followed.

Detailed recommendations would require a more thorough review of Mercy Corps administrative procedures yet the following suggestions, based on staff comprehension of the problem, may be a strong point from which to begin addressing the problem.

- Authorize permanent or temporary increases in sub-office petty cash.
- Increase, permanently or temporarily, maximum authorized spending amounts which do not require prior approval from Mercy Corps Goma.
- Assess local vendor capacity and, wherever possible, advertise tenders locally.

Recommendation 7: Purchase locally whenever possible for all small-scale economic recovery interventions

A secondary objective of voucher fairs is to inject cash in the local economy. The EACAP II voucher fairs accomplished this, as did the cash for work projects. However many additional opportunities to invest in local economies were missed. The purchase of IGA kits could have been sourced locally. Local vendors interviewed affirmed their capacity to access the necessary merchandise, and demonstrated their ability to transport it to the rural EACAP II sites. While the timing may not have been perfect, the skills and experience of various IGA groups could have also been leveraged, for example, to prepare fair sites (carpentry IGAs) or to create the soap which Mercy Corps provided to each fair participant (soap-making IGA). This type of value-driven (almost entrepreneurial) programming can further reinforce project objectives, create additional value (i.e. marketing), and increase the program's value for money.

Recommendation 8: Consider inclusion of agriculture-based livelihoods in design and implementation of IGA programs

The EACAP II program did include several IGAs that added value to agricultural produce (rice and cassava mills) and some of these have already shown some impacts (see Rice Mill case study on page 31). However, community members interested in raising goats, or expanding their crop yields were not eligible for the IGA program. The motivation to do so exists and was evidenced by the cash for work and fair expenditures on agricultural assets. In contexts where local economies are built upon small-scale subsistence agriculture, additional economic activities will ultimately rely on agricultural income, particularly once foreign entities (i.e. MONUSCO, WFP, humanitarian organizations) leave. This issue was already noted during focus group discussions with fair vendors, who claimed that while they greatly benefitted from the fairs and CfW programs, the local economy remains stagnant and will continue to do so until farmers begin to increase their profits.

It is for this reason that the evaluation team, and local leaders interviewed, recommend that more agriculture IGAs be included in future programming.

¹Bailey, S. 2009. An independent evaluation of Concern Worldwide's emergency response in North Kivu, Democratic Republic of Congo: Responding to displacement with vouchers and fairs. Retrieved from <http://www.odi.org.uk/publications/4195-concern-worldwide-emergency-response-kivu-democratic-republic-congo-drc>.

Recommendation 9: If the purpose of an intervention is to build livelihood assets, programs will need to increase investment per beneficiary.

Both the voucher fair and cash for work activities have the potential to facilitate livelihood recovery through the provision of economic assets (this was the stated objective of the EACAP II NFI voucher fairs). However, the evaluation team found that only two-thirds of the respondents who planned to purchase economic assets actually purchased them. When asked to explain this difference, most respondents said they could not afford the assets given the amounts provided by Mercy Corps. For some, the asset itself cost more than the total amount provided/earned. For others, after providing basic needs for their household, they did not have sufficient money to purchase livelihood assets.

Recommendation 10: If voucher fairs aim to promote economic recovery amongst subsistence farming populations, consider including the sale of seeds and livestock in the fair.

The stated objective of the NFI voucher fairs was to promote economic recovery amongst targeted populations of Haut and Bas Uele. Given that a very high majority of those living in these areas rely on subsistence farming for income, the sale of seeds and livestock would have been a more appropriate means to strengthen local livelihoods.

Recommendation 11: Consider micro-finance programming within these areas.

Both IGA participants and voucher fair vendors requested that Mercy Corps consider implementing micro-finance programs in the province. While the evaluation team did not possess any relevant technical expertise, it did note several potential enabling factors for successful micro-finance programming. These factors include the widespread presence of revolving fund associations and cooperatives who have self-organized to increase capital and thus potentially improve their livelihood outcomes. It's also worth noting that there is a wide array of methodologies for facilitating successful micro-finance programs amongst illiterate populations.

Recommendation 11: To assess of impact of the income-generating activities component, conduct follow up monitoring visits over the next year.

Since IGA participants only received their materials a month or two prior to the evaluation, it is too soon to understand the impacts of the intervention. Therefore, it is recommended that follow up visits be conducted in July of 2014 to assess the overall impacts of this project component.

Annexes

Annex 1: Evaluation Terms of Reference

Project/Consultancy Title:	Emergency Assistance to Conflict Affected Populations (EACAP)
Project Location(s):	Democratic Republic of Congo, North Kivu (Mweso and Birambizo Health Zones), Orientale Province (Haut-Uele and Bas-Uele territories)

Background:

Mercy Corps has been operating in the Democratic Republic of the Congo (DRC) since August 2007, and now has a team of over 120 people working in North Kivu and Orientale Provinces, with offices in Goma, Mweso/Nyanzale, and Dungu. A two-component project called EACAP, funded by USAID's Office of Foreign Disaster Assistance (OFDA), is set to finish its second project cycle within the coming months.

The WaSH component of the EACAP-II project is currently implementing activities in Masisi and Rutshuru Territories in North Kivu Province, providing water, sanitation and hygiene (WaSH) support to IDP camps in areas affected by conflict. The program has been operational since July 2008 and has constructed thousands of latrines, installed water systems, and conducts ongoing hygiene promotion activities. Mercy Corps will continue providing WaSH services into 2013, and aims to adapt to the evolving situation by helping households respond to protracted displacement. Within the next iteration of this project, a livelihoods and/or cash-based assistance component will be added. The program currently provides WaSH services to approximately 80,000 IDPs across 24 camps.

The Economic Recovery component of the EACAP-II project is currently implementing activities in Orientale Province, with an increasing shift toward transitional programming. Mercy Corps' Economic Recovery activities include Cash-for-Work, livelihoods restoration and voucher-based NFI Fairs, which allow households affected by protracted conflict and insecurity to access essential items and services and restore livelihoods, while also strengthening and rebuilding the local economy.

Purpose / Project Description:

The aim of the final evaluation is to assess the impact of the two project components in order to better understand program successes and challenges and influence strategic changes to the program for the third cycle. In order to accomplish this aim, Mercy Corps is searching for a dynamic and organized final evaluation consultant with proven experience in qualitative research methods in the sectors of WaSH and Economic Recovery. The final evaluation consultant will produce a comprehensive report which critically evaluates program relevance, efficiency, effectiveness, impact, and assesses the program's delivery of key outputs and outcomes. Working together with program leadership, the consultant will present recommendations and considerations which will allow the program to maximize impact and capitalize on key synergies for the third cycle of the project.

Consultant Objectives:

The objectives of the evaluation will be:

1. To evaluate the impact of the intervention according to beneficiary and partner perceptions, as well as reviews of project monitoring documents including Knowledge, Practice, and Coverage (KPC) baseline and final surveys performed by the program team.
2. To measure and analyze program quality and determine relevance and appropriateness of specific interventions in relation to the intervention zone.
3. To facilitate analysis and reflection on program results in order to influence future program design and strategic planning.

Consultant Activities:

The consultant will work closely with the Design, Monitoring, Evaluation and Learning (DMEL) Specialist and the EACAP program leadership to design and conduct this evaluation.

The consultant will be expected to use qualitative and participatory methods to conduct the evaluation including:

- Various qualitative research methods including:
 - Focus group discussions
 - Participatory impact assessment or other participatory rural appraisal-type techniques
 - Most significant change methodology
 - Document review
 - Semi-structured interviews
 - Market mapping and market studies

The consultant will have strong technical support from the DMEL team, including support in programming and using handheld devices (touch-screen iPods) for digital data collection if necessary, as well as data consolidation and cleaning. The DMEL team will also provide experienced data collectors, interpretation and translation into local languages and as well as in-country logistics planning for data collection, in accordance with terms agreed at the time that the contract is negotiated.

The consultant should have significant experience in using qualitative methods for impact evaluations. Experience with OFDA or other emergency donors is an advantage. Excellent spoken French and written English are necessary, knowledge of Swahili would be an advantage.

Consultant Deliverables:

The consultant will provide the following during their contract:

- Complete written summary of the methodology to be used during the evaluation
- Training of data collectors
- Final evaluation report
- Methodology guide for data analysis

Key Research Questions for the Evaluation:

WaSH Component

- Is there evidence of the infrastructure constructed in the camps? Is this infrastructure adequate/address the needs/take into consideration gender, protection, etc.?
- Are camp committees satisfied with the interventions? Has their capacity to address camp WaSH needs been increased?
- How do camp managers and the WaSH Cluster assess Mercy Corps' interventions? Has the program effectively addressed WaSH needs in the camps?
- Has Mercy Corps been able to build self-sufficiency of camp communities? Are the transitional activities undertaken appropriate?
- What has been the uptake of hygiene messaging? Have the hygiene education campaigns been effective, according to results of the previously undertaken KPC survey, but also confirmed by other methods?
- What other interventions/gaps exist within the camps and what approaches could be used to address them and to increase community resilience (livelihoods, cash-based assistance, etc.)

ERP Component

- Was cash-based programming an appropriate intervention for addressing the humanitarian needs of the targeted populations?
- Were beneficiaries able to use CfW payments to meet basic needs or restore assets/livelihoods, and was the project adequate to meet basic needs in the short/medium term? What was lacking from the intervention?
- Are communities satisfied with and using the community infrastructure that was rehabilitated through CfW activities?
- Did fair beneficiaries receive the materials that they needed? How did these NFIs help them to restore basic assets/meet basic needs? Is there evidence of any unintended benefits of the fair approach?
- How did local vendors benefit from the fair approach? Is there any evidence that the fairs had positive benefits beyond the scope of the project? Were they able to use this experience to identify unmet markets/new market opportunities?
- Have AGR beneficiaries been able to start and sustain their livelihood activity? Is there sufficient local demand for them to practice their livelihood?
- Was the training received from Mercy Corps adequate to help beneficiaries start up their AGR? What has been the impact on household livelihoods and ability to meet basic needs?
- Was targeting of specific beneficiaries appropriate and accepted by the community? How could beneficiary targeting be improved within the next program cycle? Were any of the most vulnerable sectors of the population missed?
- What effect did targeting (i.e. gender, age) have on household dynamics? Were these effects mostly positive or negative? What are ways that positive effects could have maximized and negative effects could have been mitigated?

Timeframe / Schedule:

MC DRC anticipates that this assignment will require 4-5 weeks for completion, including 3-4 weeks of in-country work and 1 week of out-of-country work, subject to discussion and agreement with the consultant. The total length of the assignment is roughly outlined below.

Date	Activities	Duration
July 1 – July 2 (Out of country)	Evaluation design	2 days
8-15 (In country)	Field work in Mweso/Nyanzale for WaSH component	8 days
July 16 – July 30 (In country)	Field work in Dungu for ERP component	12days
July 31 – August 2 (In country)	Data cleaning, preliminary analysis, presentation of preliminary results	3 days
August 9	Draft report due	3 days
August 13	Final report due	1 day

The Consultant will report to:

Justin Colvard, Design, Monitoring, Evaluation and Learning Specialist

The Consultant will work closely with:

Allison Huggins, Deputy Country Director

Onesphore Bangenza, WaSH Program Manager

Marc Kalume, ERP Assistant Program Manager

WASH and ERP teams

Annex 2: Data Collection Tools

GUIDE DE FOCUS GROUP DISCUSSION – PARTICIPANTS DE CFW

Introduction:

Je m'appelle, je suis enquêteur avec Mercy Corps. Merci beaucoup de nous avoir attendus ici chez vous. Mercy Corps est en train de voir comment nous pouvons améliorer nos programmes dans cette zone si nous recevions plus de fonds pour faire quelque chose de similaire. Nous vous serions reconnaissants si vous nous aider à répondre à ce questionnaire. Nous ne payons pas les enquêtés et vous ne recevrez aucun bénéfice direct, mais si vous répondez franchement ça nous aiderait à mieux comprendre les réalités de votre milieu et les besoins liés au développement de votre zone et l'aide aux personnes qui ont les besoins. Etes-vous disposé à répondre ?

1. Oui

2. Non

J'aimerais vous posez des questions à propos de vos expériences dans le programme AGR. Si vous n'êtes pas confortable, vous pouvez arrêter l'entretien. Vous n'êtes pas obligé à répondre aux questions.

Information Générale

1. Nom de la Communauté _____
2. Nom du participant _____
3. L'heure et la date _____
4. Durée _____
5. Enquêteur(s) _____

6. Connaissez-vous les critères utilisés pour vous sélectionner de participer dans le programme ?	
7. Qui a été écarté ou ne pas sélectionné, pourtant on aurait dû les sélectionner ?	
8. Est-ce que quelqu'un que vous connaissez (ou vous-même) a eu besoin de payer ou rendre des services pour participer dans le projet?	

<p>9. Est-ce que le choix des participants a été raisonnable, transparente (claire), et juste ?</p>	
<p>L'activité participative à faire avec chacun</p>	
<p>10. Quand tu as appris que tu ferais le «travail contre argent», qu'est-ce que tu as pensé de faire avec l'argent gagné ?</p>	
<p>Pour chaque chose citée, dessinez un symbole sur une grande feuille de papier qui représente cette chose.</p>	
<p>Pour chaque chose citée, demandez « afin de faire quoi ?»</p>	
<p>Quand le participant a cite tous ses objectives, demandez-lui de mettre un « post-it note » d'une couleur définie sur les symboles qui représentent ses objectifs.</p>	
<p>11. Qui a décidé ce que vous avez fait avec l'argent que vous avez gagné ?</p>	
<p>12. Etiez-vous d'accord avec cette décision ? Si non, pourquoi pas ?</p>	
<p>13. Est-ce qu'il y a quelqu'un(e) dans votre ménage qui n'est pas d'accord avec ce que vous avez fait avec l'argent ? Pourquoi est-ce qu'ils ne sont pas d'accord ?</p>	
<p>Une fois que tout le monde a cité des objectifs, posez les questions suivantes a chacun</p>	
<p>14. Quels objectifs avez-vous réalisé ?</p> <p>15. Est-ce qu'il y a d'autres choses que vous n'avez pas prévues, mais vous avez réalisé ?</p>	
<p>Si le participant cite quelque chose qui n'existe pas sur le feuille de papier, dessinez un symbole qui représente cette chose.</p>	
<p>Après que chacun cite ses objectifs réalisés, demandez a lui de mettre des « post-it notes »</p>	

sur les symboles qui représentent ses objectifs réalisés.	
Posez a chacun les questions suivantes	
16. Est-ce que l'es achats ont causé des problèmes avec d'autres gens, comme vos voisins, votre église ou à votre culte, ou bien votre famille ? Si oui, comment ?	
17. Qui dans votre ménage a bénéficié le plus des achats de la foire? Comment ?	
Quand tout le monde a pu citer ceux qu'ils ont réalisé, poser quelques questions d'analyse selon la distribution des « post-it notes » sur les symboles différents.	
Les questions suivantes sont pour l'ensemble de groupe	
18. Qu'est-ce que vous avez apprécié le plus du programme de Mercy Corps ?	
19. Qu'est-ce que vous n'avez pas apprécié du programme ?	

chose ?	
6. Quel conseil pourriez-vous donner aux autres qui veulent intégrer les activités d'AGR? Si oui , pourquoi ? Sinon, pourquoi ?	
7. Quoi d'important as-tu appris dans le programme d'AGR?	
8. Quelle différence peux-tu établir entre tes activités économiques productrices et celles d'AGR ?	
9. Si on te demandait d'organiser de telle activité, que pourrait être ton apport d'ajout? Pourrait-on avoir de changement par rapport au programme de Mercy Corps ?	

GUIDE DE FOCUS GROUP DISCUSSION – PARTICIPANTS DES FOIRES

Introduction :

Je m'appelle, je suis enquêteur avec Mercy Corps. Merci beaucoup de nous avoir attendus ici chez vous. Mercy Corps est en train de voir comment nous pouvons améliorer nos programmes dans cette zone si nous recevions plus de fonds pour faire quelque chose de similaire. Nous avons choisi votre ménage pour poser quelques questions. Nous vous serions reconnaissants si vous nous aider à répondre a ce questionnaire. Nous ne payons pas les enquêtés et vous ne recevrez aucun bénéfice direct, mais si vous répondez franchement ça nous aiderait a mieux comprendre les réalités de votre milieu et les besoins liées au au développement de votre zone et l'aide aux personnes qui ont les besoins. Etes vous disposez à répondre ?

1. Oui

2. Non

J'aimerais vous posez des questions à propos de vos expériences ici. Si vous n'êtes pas confortable, vous pouvez arrêter l'entretien. Vous n'êtes pas obligé à répondre aux questions. Il n'aura pas aucune.

Information Générale

25. Nom de la Communauté

26. L'heure et la date

27. Durée

28. Enquêteur(s)

1. Connaissez-vous les critères utilisés pour vous sélectionner de participer dans le programme ?	
2. Est-ce que le choix des participants a été raisonnable, transparente (claire), et juste ?	
3. Qui a été sélectionné pour participer, pourtant on ne devait pas les sélectionner ?	
4. Qui a été écarté ou ne pas sélectionné, pourtant on aurait dû les sélectionner ?	
Questions à poser a chaque participant	
5. Quand tu as appris que tu participeras à la foire, qu'est-ce que tu as pensé de payer ? Pourquoi ?	

6. Qui a participé a la prise de décision pour effectuer les achats ?	
7. Etiez-vous d'accord avec cette décision ? Si non, pourquoi pas ?	
8. Une fois a la foire, qu'est-ce que tu as actuellement acheté ? Pourquoi ?	
9. Est-ce que ces achats ont causé des problèmes dans votre ménage ou avec d'autres gens, comme vos voisins, votre église ou à votre culte, ou bien votre famille ?	
10. Est-ce que vous avez choisi quelques articles afin de les utiliser pour gagner de l'argent ? Lesquels ?	Oui Non
Poser les questions suivantes a l'ensemble des participants	
11. Qu'est-ce que vous avez apprécié le plus de la foire de Mercy Corps ?	
12. Qu'est-ce que vous n'avez pas apprécié de la foire de Mercy Corps ?	

Has your business changed for the better or worse since the fair? Why?

Have you changed your business or started an additional business since the fair? Please explain.

[If program attribution cannot be determined]

Do you think selling your goods at the fair contributed to this change? If so, how?

Have you changed the way you do business since the fair? Please explain what you do differently and why.

[If program attribution cannot be determined]

Do you think selling your goods at the fair contributed to this change? If so, how?

General appraisal

Have you participated in other fairs either before or since the Mercy Corps fair?

If so, how would you compare the Mercy Corps fair to the other fair?

What did you most like about the fair?

If Mercy Corps were to conduct another fair would you wish to participate? Why or why not?

If Mercy Corps were to conduct another fair, what would you tell them to do differently?

GUIDE DE FOCUS GROUP DISCUSSION – Comité WASH

Introduction:

Merci beaucoup de nous avoir attendus ici chez vous. Mercy Corps est en train de voir comment nous pouvons améliorer nos programmes dans l'avenir. Pour mieux répondre à vos besoins, nous voulons mieux comprendre les réalités de la vie ici. Nous vous demandons de parler franchement et sans peur. Nous sommes ici tout juste pour comprendre comment nous pouvons améliorer nos programmes. Nous n'allons pas enregistrer vos noms et vos réponses seront confidentielles.

Information Générale

1. Nom du Camp _____
2. L'heure et la date _____
3. Durée _____
4. Enquêteur(s) _____
5. Pourquoi avez-vous décidé d'être technicien dans la comité WASH ?

6. Quelles sont vos responsabilités comme techniciens ?

7. Vous êtes chargé de la construction des ouvrages d'assainissement. Comment sélectionnez-vous les sites des latrines et des douches?

8. Quelles difficultés rencontrez-vous dans la construction des ouvrages ?

9. Quelles sont les appréciations de la population par rapport aux latrines et aux douches ?

10. Quelles sont les plaintes de la population par rapport aux latrines et aux douches ?

11. Est-ce que vous conseillerez votre fille ou petite sœur d'aller toute seule à la latrine ou à la douche pendant la nuit ?

Si non, pourquoi pas ?

12. Y a-t-il des cas de violence liés à l'utilisation des latrines ou des douches ?

Si oui, comment c'est arrivé ? Si non, pourquoi pensez-vous qu'il n'y a pas des cas de violence ?

13. Quelles sont les appréciations de la population par rapport à la qualité, la quantité et l'accès d'eau ?

14. Quelles sont les plaintes de la population par rapport à la qualité, la quantité et l'accès d'eau ?

15. Qu'est-ce que vous pensez de l'appui que Mercy Corps vous donne ?

16. Qu'est-ce qu'il faut pour que vous-même vous mettez en œuvre la construction des ouvrages WASH dans votre camp ?

- 10.** Est-ce que les gens se plaignent des latrines ? Si oui, pourquoi ? Est-ce que ils ont raison ?
- 11.** Pouvez-vous nous expliquer qu'est-ce qu'être une bonne latrine ?
- 12.** Est-ce que vous conseillerez votre petite sœur d'aller toute seule à la latrine ou à la douche pendant la nuit ?
Si non, pourquoi pas ?
- 13.** Parfois il ya des cas des violences contre les femmes dans les latrines et les douches. Comment pouvons-nous construire des latrines et les douches pour limiter ces cas de violence ?
- 14.** Est-ce que vous conseillerez votre petite sœur d'aller toute seule à la latrine ou à la douche pendant la nuit ?
Si non, pourquoi pas ?
- 15.** Quand les techniciens construisent ou replacent une latrine ou douche, avec qui consultent-ils ?
- 16.** Connaissez-vous quelqu'un qui est handicapé ? Si oui, utilise-t-il les latrines et les douches ? Si non, pourquoi pas ?

17. Connaissez-vous les relais communautaires ? Qu'est-ce qu'ils font ?

18. Quelle est la dernière message de sensibilisation vous avez entendu ?

GUIDE DE FOCUS GROUP DISCUSSION – Mères Chefs

Introduction:

Merci beaucoup de nous avoir attendus ici chez vous. Mercy Corps est en train de voir comment nous pouvons améliorer nos programmes dans l'avenir. Pour mieux répondre à vos besoins, nous voulons mieux comprendre les réalités de la vie ici. Nous vous demandons de parler franchement et sans peur. Nous sommes ici tout juste pour comprendre comment nous pouvons améliorer nos programmes. Nous n'allons pas enregistrer vos noms et vos réponses seront confidentielles.

Information Générale

1. Nom du Camp _____
2. L'heure et la date _____
3. Durée _____
4. Enquêteur(s) _____

5. Vous êtes les mères-chefs, reconnues par la communauté et toutes les femmes dans vos blocs. Quelles sont vos responsabilités comme mère-chef ?

6. Comment appuyez-vous les représentants de Mercy Corps ?

7. Avant la construction des bornes fontaines, comment puisiez-vous de l'eau ?

8. Quelles difficultés les femmes rencontraient-elles en puisant de l'eau ?

9. Est-ce que les bornes fontaines rendent les vies des femmes plus difficiles ou plus faciles ? Pourquoi ?

10. Est-ce que vous êtes satisfaites avec les bornes fontaines ? Pourquoi ou pourquoi pas ?

11. Pouvez-vous nous expliquer qu'est-ce qu'être une bonne latrine ?

12. Parfois il ya des cas des violences contre les femmes dans les latrines et les douches. Comment pouvons-nous construire des latrines et les douches pour limiter ces cas de violence ?

13. Est-ce que vous conseillerez votre petite sœur d'aller toute seule à la latrine ou à la douche pendant la nuit ?

Si non, pourquoi pas ?

14. Y a-t-il des cas de violence liés à l'utilisation des latrines ou des douches ?

Si oui, comment c'est arrivé ? Si non, pourquoi pensez-vous qu'il n'y a pas des cas de violence ?

GUIDE DE FOCUS GROUP DISCUSSION – Relais Communautaires

Introduction:

Merci beaucoup de nous avoir attendus ici chez vous. Mercy Corps est en train de voir comment nous pouvons améliorer nos programmes dans l'avenir. Pour mieux répondre à vos besoins, nous voulons mieux comprendre les réalités de la vie ici. Nous vous demandons de parler franchement et sans peur. Nous sommes ici tout juste pour comprendre comment nous pouvons améliorer nos programmes. Nous n'allons pas enregistrer vos noms et vos réponses seront confidentielles.

Information Générale

1. Nom du Camp _____
2. L'heure et la date _____
3. Durée _____
4. Enquêteur(s) _____
5. Pourquoi avez-vous décidé d'être relais communautaires ?
6. Quelles sont vos responsabilités comme Relais Communautaires ?
7. Vous êtes chargé de la maintenance des ouvrages d'assainissement. Comment organisez-vous pour assurer que les latrines soient propres ?
8. Quelles difficultés rencontrez-vous dans la maintenance des ouvrages ?
9. Quelles sont les appréciations de la population par rapport aux latrines et aux douches ?

- 10.** Quelles sont les plaintes de la population par rapport aux latrines et aux douches ?
- 11.** Est-ce que vous conseillerez votre fille ou petite sœur d'aller toute seule à la latrine ou à la douche pendant la nuit ?
Si non, pourquoi pas ?
- 12.** Y a-t-il des cas de violence liés à l'utilisation des latrines ou des douches ?
Si oui, comment c'est arrivé ? Si non, pourquoi pensez-vous qu'il n'y a pas des cas de violence ?
- 13.** Avant la construction des bornes fontaines, comment les résidents puisaient-ils de l'eau ?
- 14.** Quelles difficultés les résidents rencontraient-elles en puisant de l'eau ?
- 15.** Est-ce que les bornes fontaines rendent les vies des résidents plus difficiles ou plus faciles ? Pourquoi ou pourquoi pas ?
- 16.** Quel est le plus grand défi par rapport à la maintenance des bornes fontaines ?

- 17.** Vous prenez en charge la gestion des déchets dans le camp. Quelles difficultés rencontrez-vous dans la gestion des déchets ?
- 18.** Pensez-vous que la population comprend l'importance de la bonne gestion des déchets ?
- 19.** Selon vous quel est la meilleure façon de passer les messages des sensibilisations aux gens pour qu'ils les acceptent ? Pourquoi ?
- 20.** De toutes les façons vous utilisez pour passer les messages des sensibilisations, lesquelles sont les moins efficaces ?
- 21.** Qu'est-ce qu'il vous pensez de l'appui de Mercy Corps en termes de gestion des relais ?
- 22.** Qu'est-ce qu'il faut pour que vous-même vous mettez en œuvre les activités WASH dans votre camp ?

