



CARE

Monitoring im Kontext von humanitärer Hilfe

am Beispiel von CARE in Nordwestsyrien

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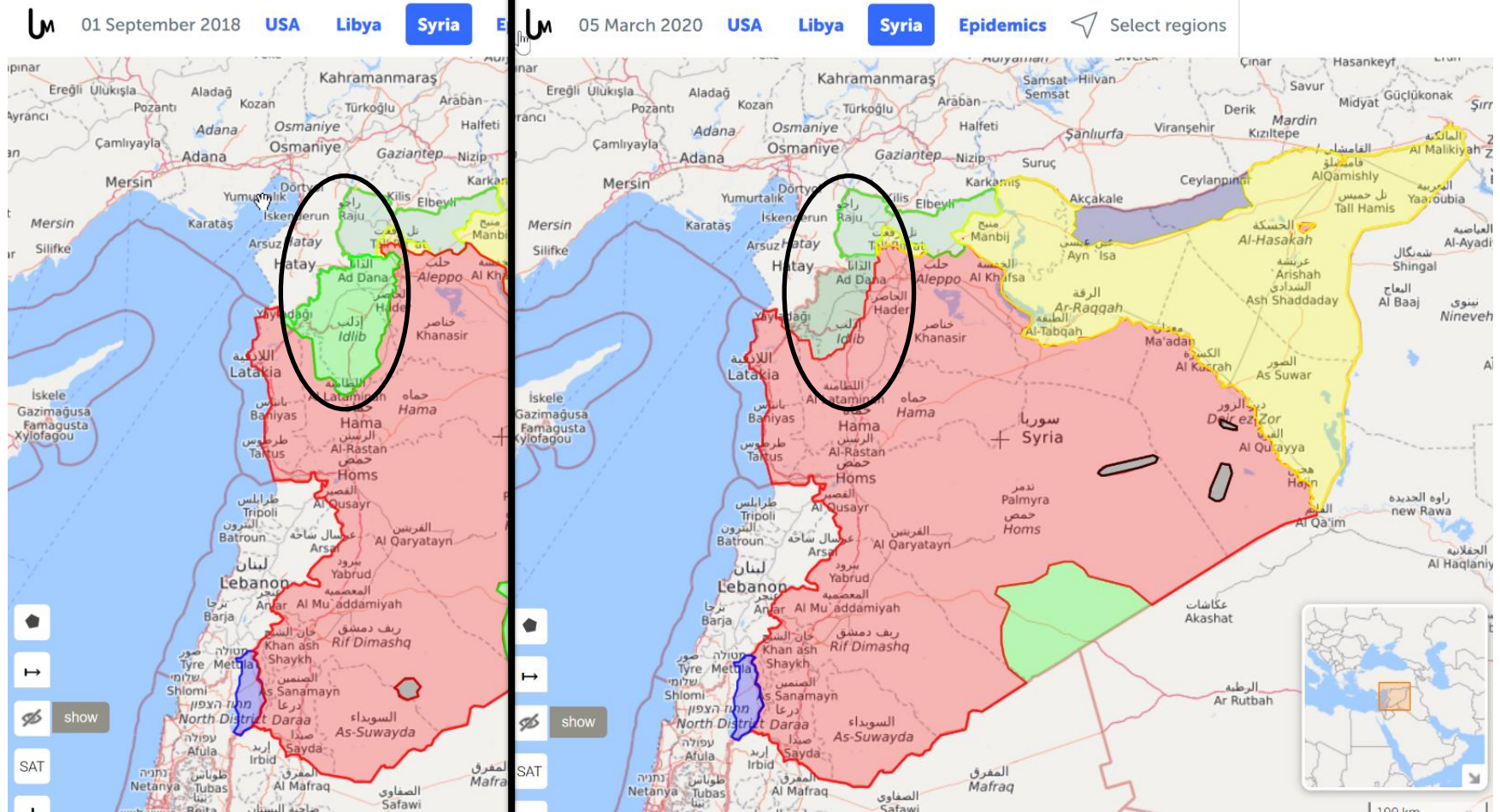


CARE
in Northwest
Syrien



Emergency Response in North-West Syria

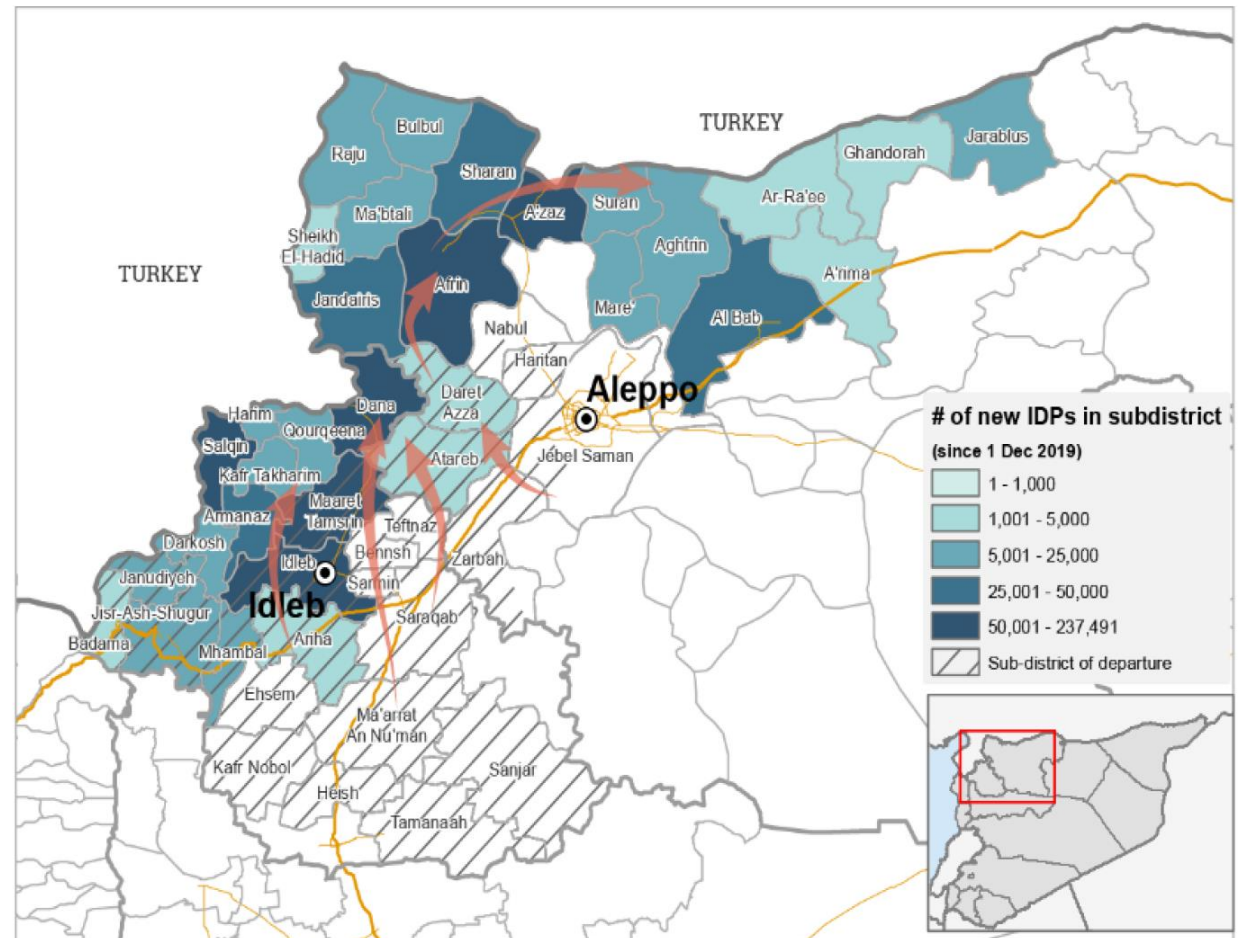
2018 2020



Emergency Response in North-West Syria

More than 948,000 people have been displaced in northwest Syria since 1 December 2019. Some 569,000 of them are children and over 195,000 of them are women, together comprising 81 percent of the newly displaced population.

The current crisis is the worst that northwest Syria has experienced since the beginning of the conflict. More people have been displaced into a smaller area in a shorter period of time than ever before, with nowhere else to flee. Lives are increasingly at risk as increasing numbers of people are concentrated in smaller areas. Many are moving to unsafe areas as they have no other options. Their vulnerability and desperation is increasing, with reports of exploitation of women and girls, the separation of children from their families, and increasing rates of malnutrition.





Source: CCCM


The boundaries and names shown and the designations used on this map do not imply official endorsement or


Emergency Response in North-West Syria - 2019


Total In-kind, vouchers and cash delivered **152,252** throughout 2019 with a total of **12,168,059 USD** for direct activities


- 


15,337 Non-Food Items (NFI kits) 11,730 newly arrival kits and 3,607 winter NFI
- 


5,064 Shelter kits distributed to the IDPs to be used for simple rehabilitation
- 


19,905 Hygiene kits distributed to the newly IDPs as a rapid response
- 

278 Baby kits & 150 dignity kits distributed to newly displaced women and babies
- 


17,986 Multi-Purpose Cash (MPG) 16,973 one-off grants and 1,013 for multi rounds
- 


9,868 Ready-To-Eat (RTER) distributed to the IDPs as a rapid response
- 


12,880 Food baskets one-off distribution as part of emergency response
- 


37,718 Cash for food 5,719 one-off grants and 31,999 for multi rounds
- 


33,066 Vouchers 3,500 for food, 19,060 for winter and 10,506 Multi-Purpose Vouchers

- 


221,614 M³ of water & 766 water tanks provided to the newly IDPs inside the new established camps
- 


127 Latrines & desludging of 1,070 septic tanks as services in the camps of the newly IDPs
- 

8,272 Reproductive Health services provided to women from the newly IDPs through mobile clinics
- 

Transportation service for 524 newly IDPs to safer areas
- 

7,200 lunch meals distributed to the newly IDPs within the displacement
- 

17,051 PSS & PFA sessions have been held with the newly IDPs as an emergency
- 

345 cases management & 891 referral cases have been provided to the most vulnerable IDPs
- 

Information dissemination and awareness raising sessions to 3157 individuals from the newly IDPs

Main challenges regarding implementation and monitoring

- Conflict Instability - IDPs movement
 - > *since December more than 900,000 had to change location*
- (In)Security Situation
- Access / Remote Management
 - > *working with 7 different partners*
- Operational modi are getting more complex
 - > *e.g. cash and voucher modalities*
- Risks associated with Aid Diversion & Interference
 - > *counter-terror sanctions and regulations*
- Limited coordination with other stakeholders
 - > *e.g. no MEAL working group for Northwest Syria*

How does CARE address this: *1. MEAL frameworks*

CARE INTERNATIONAL Monitoring, Evaluation and Learning Group



CARE INTERNATIONAL
MONITORING, EVALUATION, ACCOUNTABILITY AND LEARNING
Approach, Principles and Operational Standards for Projects and Initiatives
(Update, July 8 2019)

Plus regular regional (and global) exchange and trainings on all MEAL issues

How does CARE address this:

- 1. Solid framework, also as basis for partnerships**
- 2. Invest in PQ (incl. monitoring) capacities and resources**
- 3. Multi-party monitoring mechanism inside Syria**

How does CARE address this: 1. MEAL frameworks



CARE's collaborative approach to remote monitoring

Overview

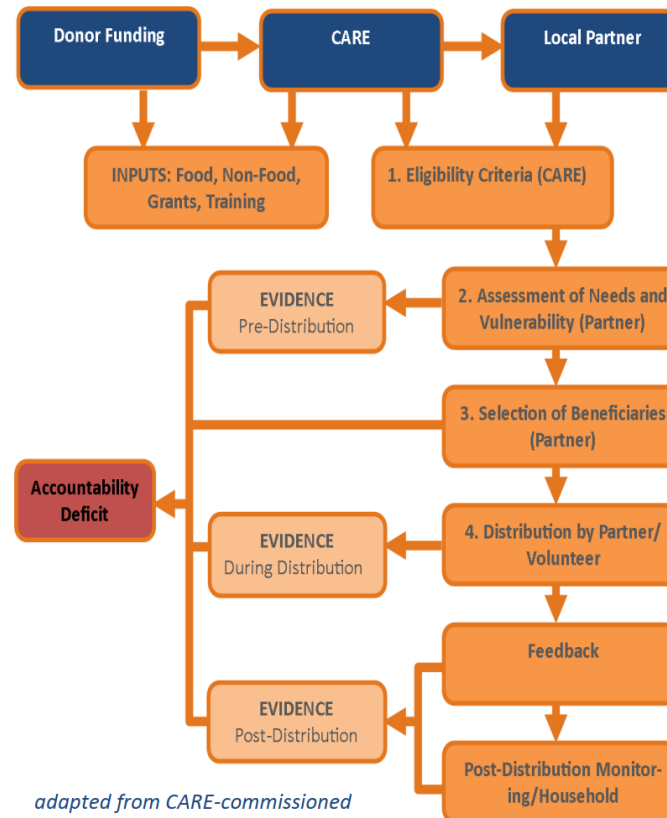
CARE International provides cross-border humanitarian assistance to people affected by the humanitarian crisis inside Syria through Syrian NGO and CSO partners. Low security and current access restrictions prevent CARE staff from direct access to project locations of implementation inside Syria. Therefore we rely on a collaborative approach to remote management of the delivery of humanitarian assistance

1) The Challenge

The fact that CARE operates through partners, combined with the high risk environment of Syria, problematises oversight assurance over the delivery of humanitarian assistance. It is inherently difficult for CARE staff to verify the deliverables at crucial stages in the program cycle: (i) identification of beneficiaries and needs, (ii) distribution of aid, (iii) feedback and complaints handling (iv) post-distribution use & satisfaction surveys. Technically speaking, this gap between delivery and oversight is termed as an **'accountability deficit'**.

In order to enhance accountability through evidence-based reporting, CARE developed a comprehensive MEAL framework for remote management of humanitarian interventions inside Syria benefiting from experiences with similar efforts by CARE and others in Somalia, Afghanistan, Sudan and Iraq.

Whilst faced with direct implementation challenges,

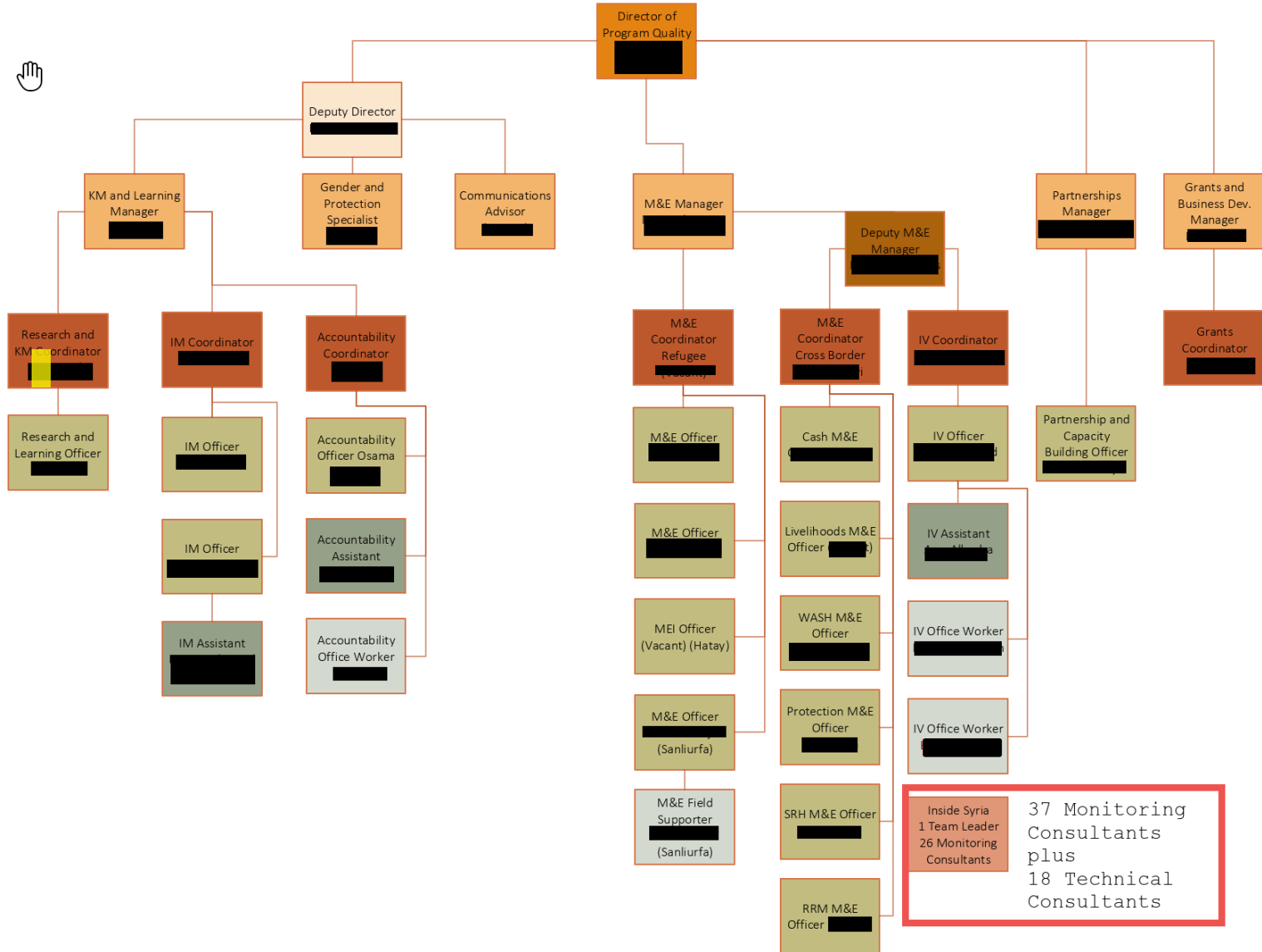


adapted from CARE-commissioned third-party monitoring report by Integrity Research (May 2014)

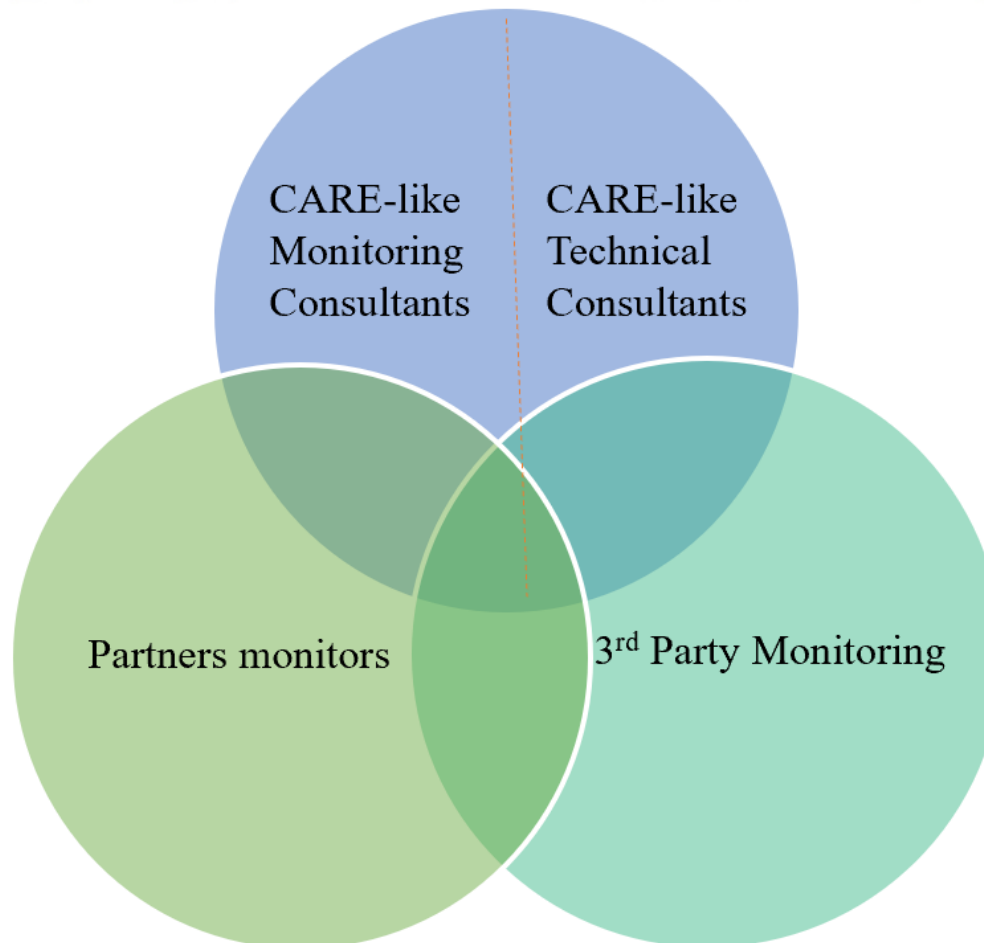
2) The Idea: collaborative MEAL framework

CARE acknowledges that the operating environment in general and the conditions of remote management in

How does CARE address this: 2. Big program quality unit



How does CARE address this: *3. multi-layered monitoring mechanism inside Syria*



100% verification of partner's program activities inside Syria is **essential** through CARE's Monitoring consultants.

multi-layered monitoring mechanism inside Syria

„CARE“ Monitoring Consultants (Real time monitoring)

Eyes on the implementation

By accompanying CARE partners during all the implementation stages related to beneficiaries

Verify the activities are taking place in the implementation site

Provide program team instant update on the implementation site in case there is any deviation or violations

Third Party Monitoring (Post activities monitoring)

Ear on the implementation

By hearing from the direct beneficiaries feedbacks on the received the aid and how it was provided

Measure the impact of the provided aid

Verify if there is any issue related with quality and quantity of the delivered aid

multi-layered monitoring mechanism inside Syria

„CARE“ Monitoring Consultants

(Real time monitoring)

- Registration Observation Monitoring
- Distribution Monitoring
- Verification Monitoring
- Onsite Monitoring
- Exit interviews with beneficiaries

- Monitoring Consultants reports (Per activity)
- Daily activities reports
- Photos
- Rapid Implementation updates / Issues (Per Activity)

Third Party Monitoring

(Post activities monitoring)

- On site monitoring
- Post distribution monitoring
- Post activity monitoring
- FGDs

- Weekly updates
- Monthly reports
- Photos (with consent)
- Rapid Implementation updates / Issues (Per Activity)

Was kann verbessert werden?

In Anlehnung an die ALNAP „Empfehlungen“ vom letztem Jahr:

- Verbesserung der Erhebung und Auswertung von qualitativen Daten
- Verbessertes Monitoring von Ergebnissen (outcomes) über die reine Ausgabeleistung (outputs) hinaus
- der Unterstützung von zeitnaher und evidenzbasierter Entscheidungsfindung

und

- Peer to peer Cooperation + Coordination

CARE Ansätze zur Verbesserung:

- Kollaborativer Ansatz: z.B. CARE's remote monitoring mechanisms in Syrien, Somalia etc. (siehe Anhang)
- Werkzeuge zur Erhebung von qualitativen Daten und Information in humanitären Krisen entwickeln (z.B. *CARE Rapid Gender Analysis*)
- HuHi Monitoring stärker in adaptives Management einbinden, z.B. *Real Time Review for humanitarian crisis responses* und *Rapid Accountability Review* .
- in Data und Information Management investieren um die Dataströme zu koordinieren und Daten zu sichern & zu schützen
CARE hat inzwischen mit PIIRS ein robustes und umfassendes System zur Erfassung von Output und Outcomes!
Global genutzte „Marker“ und Indikatoren.
Was aber fehlt ist die schneller greifende, projekt-nahe Auswertung



Danke