

World Vision Afghanistn
WV Response Project - DEC
Final Evaluation [2023]
Recommendations and Management Response

# Recommendations	Management Response
<p>1 Ensuring that communities and people affected by crisis receive appropriate and relevant assistance in a country like Afghanistan requires a comprehensive and collaborative approach involving multiple stakeholders. These include; further needs assessment, local community engagement, collaboration with NGOs and Humanitarian Organizations and contextualize the assistance.</p>	<p>Implementing various sectoral interventions in Afghanistan, World Vision (WV) has been striving to ensure that communities and individuals affected by crises receive appropriate and relevant assistance, with coordinated efforts among stakeholders to ensure comprehensive support. Specifically, assessments conducted in consultation with the community have been instrumental in informing programming decisions. WV conducts monthly meetings with health and community shuras, community structures, faith leaders, and opinion leaders, meticulously documenting their feedback to refine activity implementation. Biannual multi-sectoral assessments are undertaken to capture evolving needs and guide program design and response strategies. WV emphasizes coordination at national, regional, and provincial levels to ensure synergy and broaden its outreach. Community engagement is prioritized from needs assessments through to program design. Prior to implementation, WV sensitizes communities about project objectives, target groupues and to identify and refer cases to health centers for comprehensive counseling and treatment. Additionally, WV trains key community members in psychological first aid (PFA), a humane and supportive response to help individuals cope with traumatic events. WV aims to improve the mental health and well-being of the Afghan people while protecting the rights and dignity of children health shuras, WA</p>
<p>2 Ensuring that communities and people affected by a crisis have access to timely humanitarian assistance requires a multi-faceted approach involving coordination, collaboration, and a deep understanding of the local context. Some strategies that can be employed include; further coordination collaboration with relevant stakeholders, engagement with local communities and capacity building of local organizations and institutions to deliver assistance effectively.</p>	<p>The promptness or responding to crises affecting people has been a core focus for WV. In the current Afghan context, where significant changes and bureaucratic requirements have hindered the signing of MoUs (Memorandums of Understanding), timely implementation has proven challenging, particularly for emergency response projects. While WV has collaborated with humanitarian actors to advocate for expedited MoU signings with Defcato authorities, it has also employed various adaptive strategies. WV is pursuing localized advocacy efforts to secure exemptions in different provinces. Moreover, WV has initiated a practice of allocating the initial 2-3 months of a project's inception period for preparation, coordination, and MoU negotiations. Additionally, WV is seeking permission letters from the Ministry of Economy to commence implementation concurrently with the MoU process.</p> <p>In efforts to enhance local capacity, WV is bolstering its internal capabilities to partner with and support national organizations in delivering humanitarian aid. The organization has already begun forging partnerships with national NGOs to execute health and nutrition interventions, with plans to expand into other sectors in the future. Within project implementation, WV is dedicated to building the capacity of community structures, including shuras, faith leaders, community health workers, family health action groups, health shuras, WASH committees, community animal health workers, community based disaster management teams</p>

3 Ensuring that communities and people affected by crises in countries like Afghanistan are not negatively affected, and are more prepared, resilient, and less at-risk as a result of humanitarian action, requires additional engaging with and empowering of local actors, including community-based organizations and local authorities. This ensures that humanitarian action is contextually relevant, culturally sensitive, and involves the active participation of affected communities.

The Do No Harm principles have been central to World Vision (WV) Afghanistan's humanitarian response design. The design deliberately integrates measures to avoid causing harm as a result of our programming. Additionally, WV conducts risk assessments to identify potential risks arising from intervention implementation and develops mitigation strategies accordingly. WV also conducts safety audits in the facilities where services are provided to ensure that service delivery occurs safely.

Regarding participation, WV empowers existing community structures to ensure their involvement in providing feedback and engaging in service delivery, thereby informing the prioritization of community needs. To ensure safety, WV conducts safeguarding orientations for all staff regularly to ensure compliance with WV's safeguarding policy. Furthermore, WV's recruitment process incorporates safeguarding measures, including background checks for all new hires/recruits. WV has established safeguarding reporting and response mechanisms to promptly address any safeguarding issues reported, ensuring appropriate investigation and response.

In terms of accountability, WV employs various Complaints Response and Feedback Mechanisms, including hotlines, complaint boxes, face-to-face meetings, feedback collectors, the Program Data Management System (PDMS), Focus Group Discussions, and AWAAZ.

4 There is need for integrating resilience-building measures into humanitarian action, focusing on strengthening community resilience to future shocks and stresses. This can include improving access to basic services, supporting livelihood opportunities, promoting social cohesion, and supporting infrastructure that withstands natural disasters.

While WV's programming has largely focused on providing emergency response, there has been an intentional effort to link emergency response to recovery and resilience building. In Food Security and Livelihoods, WV has initiated the integration of humanitarian response with recovery and resilience efforts through the ultra-poor graduation approach.

Additionally, WV supports agriculture, livestock, small-scale businesses, savings for transformation, and climate-smart approaches. In Health, WV not only delivers health services via Mobile Health Clinics but also empowers community volunteers such as Community Health Workers (CHWs) and Family Health Action Groups (FHAGs). WV provides essential equipment to CHWs to enhance their service delivery capabilities.

WV aims to expand its resilience-building efforts by incorporating climate adaptation strategies, such as climate-smart agriculture, irrigation, groundwater recharge, and water catchment

<p>5 To make Communities and people affected by crisis know their rights and entitlements, this should start raising awareness in affected communities about their rights and entitlements. This can be done through public information campaigns, community meetings, and workshops. Use various channels such as radio, television, posters, and social media to disseminate information.</p>	<p>Acknowledging the recommendations, WV has established an accountability system under the Monitoring, Evaluation, and Learning (MEAL) department, which includes hotlines, help desks, and complaint boxes in all operational areas. Various Community Feedback Mechanism (CFM) tools ensure that the overall system is customized to meet the needs of girls and women and is child-friendly. The hotline number is shared with all children involved in projects, making reporting easier for individuals with low literacy levels. To ensure accountability, projects with allocated budgets hire help desk staff to gather complaints and feedback from the community. For projects without specific budget allocations for accountability, CRM Cards, banners with hotline number information, and complaint boxes are deployed. The accountability team conducts regular orientations and briefings for beneficiaries. Help desk staff from WVA typically bring complaint boxes to project sites, distribution locations, or activity venues. Before commenms to promptly address any safeguarding issues reported, ensuring appropriate investigation and response.</p> <p>In terms of accountability, WV employs various Complaints Response and Feedback Mechanisms, including hotlines, complaint boxes, face-to-face meetings, feedback collectors, the Program Data Management System (PDMS), Focus Group Discussions</p>
<p>6 Given the limited access to medical services, there is a need for investing in mobile health clinics or establishing health centers that can increase access to medical care and provide basic health services to communities that are otherwise underserved.</p>	<p>WV acknowledges the challenges linked to limited access to health services and is dedicated to expanding our health programs to improve accessibility. Access to medical services is crucial for the health and well-being of populations, particularly those in hard-to-reach areas, especially during crises or emergencies. Despite new directives from the Ministry of Public Health (MoPH) discouraging Mobile Health and Nutrition Teams (MHNT), WV advocates for MHNTs at various levels. In areas where MHNTs are not viable, WV focuses on establishing static health centers and conducts outreach activities to overcome barriers, ensuring smooth access to primary health and nutrition care services for the population</p>
<p>7 Malnutrition is a significant public health issue in Afghanistan which needs to be improved further. This can be done by raising awareness about the benefits of breastfeeding and providing support to mothers to initiate and sustain breastfeeding. This can be done through counseling, training healthcare providers, and creating breastfeeding-friendly environments. Women and children can also be provided with essential micronutrient supplements such as iron, folic acid, and vitamin A, particularly during pregnancy and early childhood. These supplements can address deficiencies that may arise due to limited dietary diversity.</p>	<p>WV also promotes key Maternal, Infant, and Young Child Feeding (MIYCN) practices, evidence-based interventions to enhance the nutrition and health of mothers and children. Given the high prevalence of stunting in the country, WV adopts a holistic approach to address both acute and chronic malnutrition. It provides nutrition supplies, including therapeutic food and micronutrient supplements, to those in need, supported by UNICEF, WFP, and internal resources (GIK). Additionally, WV utilizes the positive deviance approach, learning from successful behaviors and strategies of well-nourished individuals within the same community. With certified experts in Nutrition in Emergency, Integrated Management of Acute Malnutrition (IMAM), and MIYCN Training of Trainers (TOT), WV supports capacity building and quality assurance of nutrition services in line with predefined standards</p>

<p>8 Given the fact that there were still some HHs with limited access to clean drinking water and sanitation facilities, there is a critical need to expand access to clean drinking water and sanitation facilities. This can be done by investing in building and refurbishing more water supply systems, wells, boreholes, and pipelines to provide clean drinking water to communities across the country.</p>	<p>Improving access to safe and clean drinking water remains a key priority for WV. In line with the recommendations, WV is committed to securing additional funding to implement more interventions aimed at expanding access to safe water supply. As part of its efforts, WV has transitioned from providing individual water points to implementing pipeline water networks. This strategic shift is designed to reach more people and bring water services closer to communities, thereby minimizing long-distance journeys for water collection. This approach helps protect vulnerable groups, such as children, girls, and mothers, from violence during water collection and reduces waiting times.</p> <p>Moving forward, WV plans to continue and expand these initiatives to ensure that multiple communities have access to water networks. In some areas, WV has also extended water connections to households, thereby enhancing safety and providing added protection for families</p>
<p>9 Additional efforts are needed for educating and promoting proper hygiene practices in rural communities that can have a significant impact on reducing illnesses. This can be done by involving community leaders, religious leaders, and local influencers in promoting hygiene practices. These individuals hold a strong influence in rural communities and can help spread the message effectively.</p>	<p>WV's hygiene promotion efforts have been centered on advocating good hygiene practices, involving community leaders, faith-based organizations, authorities at various levels, diverse community structures, and affected communities overall. WV has embraced the Community-Led Total Sanitation approach in certain communities and the WASH-UP approach, which emphasizes children's involvement in promoting good hygiene practices. Additionally, Community WASH groups have been established at the village level to support communities in daily hygiene activities and awareness campaigns.</p> <p>Integration of WASH programming with health and education, including engagement with faith-based organizations in community awareness sessions within their respective sectors, has been prioritized. WV is committed to further strengthening and expanding these initiatives to reach more communities</p>
<p>10 While substantial progress was achieved in enhancing malnutrition, there is a need for improving access to nutritious food, providing nutritional supplements, and conducting nutrition education campaigns in order to combat malnutrition and enhance the overall health of vulnerable populations.</p>	<p>WV adopts a holistic approach to address the high prevalence of malnutrition and diseases in targeted provinces. This involves improving access to nutritious food through the Food Security and Livelihoods (FSL) sector. This is achieved by increasing the availability, affordability, and diversity of healthy foods through initiatives such as seed distribution to farmers, income generation activities to enhance community purchasing power, distribution of drought-resistant seeds, promotion of animal husbandry, introduction of nutritious seeds like soybean, and encouragement of kitchen gardens and greenhouses.</p> <p>To ensure the provision of nutritional supplements in both curative and preventive measures, WV collaborates with WFP and UNICEF, and through Gift-In-Kind (GIK) donations, provides and distributes Ready-to-Use Supplementary Food (RUSF), Super Cereal, Ready-to-Use Therapeutic Food (RUTF), micronutrient powders, tablets, as well as essential vitamins and minerals. These efforts are aimed at preventing and treating micronutrient deficiencies and malnutrition, particularly among children, pregnant and lactating women, and the elderly</p>

<p>Additional initiatives that focus on improving prenatal care, safe delivery practices, and access to essential healthcare services for women and children can save lives and improve health outcomes.</p> <p>11 This can be done by additional efforts to promote early and regular prenatal care visits for pregnant women. There is also a need for additional efforts to educate women and their families about the importance of prenatal care, nutrition, and hygiene practices. This could include initiatives such as community-based antenatal care programs and mobile health clinics.</p>	<p>WV delivers prenatal care, safe delivery, postnatal, newborn care, and healthy timing in pregnancy through various approaches:</p> <ul style="list-style-type: none"> • Mobile Health and Nutrition Teams (MHNTs) • Static Health Centers • Family Health Houses • Supporting referrals to secondary health service delivery points for critical cases <p>MHNTs and Static Health Centers provide a full range of primary health care services, including Outpatient Department (OPD), maternal and newborn care, nutrition, and immunization. Family Health Houses offer maternal and newborn care services in areas without clinics.</p> <p>WV also cultivates human resources, such as midwives, who serve at different levels of health facilities in the western region of the country through a 2-year midwifery and community midwifery education program.</p> <p>Additionally, WV enhances the capacity of Community Health Workers and Family Health Action Group members in Homebased Lifesaving Skills Approach (HBLSS) to provide basic support and facilitate timely referrals for pregnant women to the nearest health center</p>
<p>Given the fact that some HHs missed out on PSS, implementing programs that provide mental health support, trauma counseling, and psychosocial services can help alleviate the burden of psychological distress and enhance overall well-being. In addition, there is a need for more initiatives that focus on prevention, awareness-raising, and strengthening support services for survivors of violence can help create safer communities and improve overall well-being.</p> <p>12</p>	<p>In recognition of the importance of Mental Health and Psychosocial Support Services (MHPSS), WV has integrated MHPSS into its health and protection programs. WV ensures that clients in need of MHPSS services receive timely and appropriate care from its trained staff, including medical doctors, midwives, nutrition nurses, male and female MHPSS counselors, and mental health specialists. Following the MHPSS guidelines and the Mental Health Gap Action Programme (MhGAP) of the World Health Organization (WHO), WV provides counseling and treatment for various mental, neurological, and substance use disorders. WV also employs child protection experts who raise awareness and manage cases of child abuse, neglect, and exploitation through WV's child protection channels. Mental health is one of the seven components of the Basic Package of Health Services (BPHS) that WV adheres to in its previous and ongoing projects in Afghanistan. WV conducts health education sessions to increase community awareness of mental health including micronutrient deficiencies and malnutrition, particularly among children, pregnant and lactating women, and the elderly community members in psychological first aid (PFA), a humane and supportive response to help individuals cope with traumatic events. WV aims to improve the mental health and well-being of the Afghan people while protecting the rights and dignity of children</p>

<p>Enhancing child protection in Afghanistan requires a comprehensive approach involving various stakeholders, including the government, non-governmental organizations (NGOs), communities, and individuals. Here are some strategies that can help enhance child protection in Afghanistan: The government need to be engaged to enact and enforce robust laws that protect children from abuse, neglect, exploitation, and violence. This includes ratifying and implementing international conventions and protocols related to child protection. There is also need to improve child welfare services:</p> <p>13 Establish and strengthen child protection services, including child helplines, safe shelters, and counseling centers, where children can report abuse or seek help. Provide adequate training and resources to social workers and child protection professionals. In addition, given the fact that less than 15% of the community members had access to legal assistance in relation to GBV and child protection, there is need to make sure that the carest health center ss any safeguarding issues reported, ensuring appropriate investigation and response.</p> <p>In terms of ac</p>	<p>The recommendations are particularly relevant, especially for strengthening child protection systems in a given context. However, in Afghanistan, NGOs have limited influence in informing policy frameworks for the protection of children. Similarly, their capacity to advocate with the de facto authority regarding Afghanistan's ratification of relevant child rights instruments is constrained due to restricted space. Despite these challenges, WV, along with other agencies, is conducting capacity-building trainings and providing prevention and response services for children at risk of protection risks. WV has established hotlines for reporting protection incidents and aims to expand this service further. Additionally, WV has accessible complaint mechanisms for children and women survivors of Gender-Based Violence (GBV). Further efforts will be made to strengthen the systems to adapt to the changing context. In general, with the current operational environment, implementing protection programming is challenging as arest health center ss any safeguarding issues reported, ensuring appropriate investigation and response.</p> <p>In terms of accountability, WV employs various Complaints Response and Feedback Mechanisms, including hotlines, complaint boxes, face-to-face meetings, feedback collectors, the Program Data Management</p>
<p>14 Future interventions need to focus on child protection initiatives to prevent and respond to various forms of child abuse, neglect, exploitation, and violence. Some common child protection initiatives include establishment of laws and policies, child helplines and hotlines, child-friendly spaces, awareness campaigns and child protection training and capacity-building.</p>	<p>Linked to the above response, WV's capacity to influence regulatory frameworks has been limited. However, aligned with the recommendations, WV will further strengthen its prevention and response services for children at risk by implementing integrated child protection programming. WV will continue to work with community leaders through the Community-Based Child Protection Committees to increase awareness about key child protection issues and empower communities to be frontline defenders of their children's protection. WV will further strengthen its parenting programs, building the capacity of parents and caregivers.</p>