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DCHA/PPM LEARNING AND TRAINING SUPPORT QUARTERLY REPORT

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DCHA/PPM LEARNING AND TRAINING SUPPORT QUATERLY REPORT



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DCHA/PPM Learning and Training Support Task Order (TO)

DISCLAIMER

The author's views expressed in this publication do not necessarily reflect the views of the United States Agency for International Development or the United States Government.

OVERVIEW

This quarterly report covers the third quarter of fiscal year 2013 (April 1, 2013 through June 30, 2013). The contract is in its third year of performance and runs through September 30, 2013.

MSI is the prime contractor on the DCHA/PPM Learning and Training Support Task Order (TO). Under this TO, MSI supports USAID's DCHA Bureau in their learning and training activities as well as analysis through training curriculum design and delivery, assessing learning through evaluation, and knowledge management through dissemination of electronic information and e-learning. A number of activities took place during the second quarter including: 1) Logistical and technical support for the Democracy, Conflict, and Humanitarian Assistance (DCHA) Essentials course in Washington, D.C.; 2) Support to CMM to deliver the pilot of the Gender & Conflict course in Arlington, Va.; 3) Design and delivery of a lessons learned workshop for the Office of Civilian Response (OCR); 4) Technical revisions for the Crises, Stabilization & Governance (CSG) Training; and, 5) Workplan and initial design for a DCHA e-learning module; and 6) Design of the DCHA Professional Development Survey.

Ongoing activities include the continued maintenance of the DCHA Professional Development and Learning portal (DCHA PD&L), support to revise CMM's Advanced Conflict Assessment (ACA) training, creation of facilitator's guides for CMM's ACA and Conflict 102 trainings, and analytical support for CMM's guide on conflict sensitive programming.

The table below provides an updated list of trainings that have been held since the start of the second quarter of fiscal year 2013, as well as the number of participants trained.

DCHA/PPM Courses	Location	Participant Description
Democracy, Conflict, and Humanitarian Assistance (DCHA) Essentials <i>*In addition, provided logistical support for the FFP and CMC one-day courses during DCHA Essentials</i>	Washington, D.C.	22 Participants: 1 from the Africa Bureau; 21 from DCHA; Within DCHA, 9 from OFDA, 3 from ASHA, 3 from OTI, 3 from FFP, 2 from DRG, and 1 from CMC. Two participants have more than 5 years with the agency, the rest have less.
DCHA/CMM Courses	Location	Participant Description
Gender & Conflict Training	Arlington, Virginia	14 participants: 2 from Department of State; 1 from Asia Foundation; 7 from DCHA including 2 from CMM, 1 from CMC, 1 from DRG, 2 from OCR, and 1 OTI; 4 from other USAID Bureaus including M, HR, Global Health, PPL. Two have been with the agency for more than 7 years, 4 have 3-4 years.

Workshop Facilitation	Location	Participant Description
Office of Civilian Response Lessons Learned Workshop (OCR)	Arlington, Virginia	26 participants: 15 from CRC-A, 9 from OCR core staff, 1 from GDO. Length of service is unknown.
TOTALS		
3 Courses Delivered: <ul style="list-style-type: none"> • 3 D.C.-based trainings/workshops • 0 international trainings 		Total of 62 participants trained. 49 were from DCHA Bureau, the rest from other Bureaus. Within DCHA, 9 from OFDA, 3 from ASHA, 4 from OTI, 3 from FFP, 3 from DRG, 2 from CMC, 2 from CMM, and 26 from OCR.

In order to facilitate the efficient implementation of these projects, weekly and bi-weekly planning meetings were held with the COR and the quarterly accruals report was submitted to the COR for review and final approval.

Highlights

Programmatic highlights from this quarter include:

- Hosted a **DCHA Essentials** Course in Washington, D.C. (June 17 – 19, 2013);
- Successfully conducted CMM’s pilot **Gender & Conflict Course** in Arlington, Virginia. (May 23, 2013);
- Successfully designed and facilitated OCR’s **Lessons Learned Workshop** in Arlington, Virginia. (May 8-10, 2013);
- Began significant revisions to the **Crises, Stabilization & Governance (CSG)** Course;
- Began work on the upcoming **DCHA E-Learning Module**;
- Began work on and created the **DCHA Professional Development Survey**;
- Continued to monitor and upgrade the **DCHA Professional Development and Learning Portal**;
- Created the **DCHA Professional Development Roadmap**; and
- Updated the **DCHA Briefing Book**.



The section below provides full descriptions of each of the major activities undertaken this quarter:

Democracy, Conflict, and Humanitarian Assistance (DCHA) Essentials: One DCHA Essentials Course was held in Washington, DC from June 17 – 19, 2013. The June course had 22 participants: five from USAID Bureaus, including HR and Africa, 15 were from DCHA, including ASHA, OFDA, OTI, DRG, FFP, and CMC, as well as two non-USAID participants.

The observations from the June 2013 course included the following:

- On the whole, the course objectives were met. Participants demonstrated that they had gained the targeted knowledge through their answers to the session review exercises, their mastery of the capstone exercise, and their engagement with the presenters.
- This offering was amongst the most highly rated since its inception. Participants appreciated the engaging speakers and interactive learning exercises. Specific activities that received high marks from participants included the Office Profiles, the gender activity/discussion, the budget activity, and Jonathan Dworken's 'History' and 'Overview' of DCHA.

Gender & Conflict: The pilot of CMM's Gender & Conflict Course was held in Arlington, Virginia on May 23, 2013. The course puts ideas into practice by drawing on concepts from academic research and demonstrating where gender fits into the Conflict Assessment Framework (CAF) and program design. The course examines common themes in gender norms, defining men's and women's opportunities, privileges, rights, and responsibilities. The curriculum also examines engendered components in relation to the CAF and identifies ways in which gender roles change in conflict and post-conflict environments and what this means for development interventions.

This pilot was the second iteration, following an initial dry run last quarter. The pilot was attended by 14 people: 11 from USAID, representing four bureaus (DCHA, Management, Global Health, and Policy, Planning, and Learning); two from the U.S. Department of State, representing the Bureau of Conflict and Stabilization Operations; and one from The Asia Foundation. In addition, there was one observer from the State Department who attended only the morning sessions. The gender breakdown included 11 women and three men.

Participants provided constructive feedback in their evaluation forms. 100% of participants indicated that the course objectives had been met in three of the four objectives.

Office of Civilian Response Lessons Learned: MSI, under the auspices of USAID's Office for Civilian Responses (OCR), was asked to lead the design and facilitation of a Lessons Learned Workshop on May 8 and 9, 2013. As OCR transitions into a new model completely under the rubric of USAID, this workshop served to a) recognize individual and collective civilian response accomplishments and b) collect lessons learned (both successes and challenges) over the last four years.

The activity involved the following tasks:

- Obtain guidance from OCR leadership and staff for design of workshop;
- Conduct extensive document reviews, including several surveys of OCR staff and technical impact narratives;
- Conduct pre-workshop interviews with a representative sample of current and past OCR staff, including those currently serving in DC and the field

Feedback gathered from these initial interviews pointed to the following key interests and/or concerns: 1) clarification on the future of OCR and their own future given limited funding and a new operational model; 2) desire to connect with other members of the OCR CRC-Active (CRC-A) team to share experiences of the past and ideas for the future; 3) lack of support for current CRC-A to obtain, or better

yet maintain, their current government status; and 4) skepticism around the purpose of the workshop given prior OCR gatherings (retreat and workshop) over the last year.

Working with OCR leadership, the MSI facilitation team developed an agenda that incorporated presentations from senior leadership within OCR as well as the DCHA Bureau. The two-day workshop brought together ideas from the field and Washington that can be used to influence the new model moving forward.

The workshop was held at the Washington Learning Center, USAID's training facility in Arlington, VA. Participants represented a diverse active duty Civilian Response Corps (CRC) at different points in their career with varied country and technical expertise as well as all of OCR's core staff from the Washington, D.C. headquarters. Specifically, a total of 26 participants attended the workshop, including 15 CRC-A members and nine OCR core staff.

Crises, Stabilization & Governance (CSG) Course: Following completion of the most recent CSG offering in Cairo (March 2013), the training team undertook an informal overview of all course evaluations from the time of the pilot (May 2011) through the present. Based on lessons learned by the training team and changes at the Agency, the team proposed a series of content updates to the COR. Proposed revisions underway include both format and content changes. Format changes reflect attempts to simplify case study names and instructions, make sessions more interactive, and streamline slides. Content changes include updates reflecting new Agency policies, updated guidance from DCHA offices, additional information on peacebuilding tools and their integration into development and humanitarian assistance programs, and more robust examples of interagency programs in fragile and conflict affected states.

There was one CSG course scheduled this quarter (May 2013) in Miami, Florida with the purpose of attracting participants from the LAC region; However, this offering was cancelled due to low enrollment. Registered participants were contacted and asked to attend the next offering in Washington, D.C. scheduled next quarter.

DCHA Professional Development Survey: To better assess the professional development needs of DCHA staff, the COR and the MSI team worked to create a 'DCHA Professional Development Survey' to collect data and hear directly from DCHA staff regarding their interest in various technical and management topics. This quarter, the team began to develop the survey and presented a draft to representatives in each DCHA office for comments and feedback. Next quarter, DCHA Senior Management will review the survey for final approval; The survey will be uploaded to an online forum and sent out to potential respondents; and lastly, data will be aggregated and analyzed. Outcomes of the survey will be used to influence future DCHA-led professional development opportunities.

DCHA Platform: DCHA staff are currently able to use the Learning Portal to retrieve important training and professional development material. The platform is fully functional and is currently being updated with new highlights of the DCHA Bureau, including upcoming courses and DCHA Essentials-related presentations and documents.

For this quarter's iteration of the DCHA 101 suite of courses, the DCHA Learning Portal was used to market course announcements to portal users by email. As most registered users of the DCHA Learning Portal are previous DCHA Essentials participants, these announcements are especially helpful for effectively advertising the courses offered. After the DCHA Essentials course held this quarter, the participants were also invited to join the DCHA Platform by email, increasing membership.

DCHA PD&L Portal Homepage Current Appearance



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DCHA LEARNING PORTAL

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DCHA COORDINATOR AND OFFICE TRAINING POINTS OF CONTACT ✎ Edit

DCHA's Professional Development and Learning Coordinator is Rochelle Thompson, Rothompson@usaid.gov.

Each Office has a Training Specialist or Point of Contact who can answer questions about their specific office sponsored trainings.

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- CMC: Aubrey Eaton, aeaton@usaid.gov
- CMM: Carrie Gruenloh, cgruenloh@usaid.gov
- DRG: Virginia Leavitt, vleavitt@usaid.gov
- FFP: Haley Adams, haadams@usaid.gov; Jessica Hart, jhart@usaid.gov
- OCR: Carolyn Laurenzano, Cl Laurenzano@usaid.gov
- OFDA: Felicia Long, flong@usaid.gov
- OTI: Anita Sachariah, asachariah@usaid.gov

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DCHA PD&L Portal Homepage Current Appearance

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DCHA PD&L Management Page

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Dashboard

MEMBERS

	Pending Approval	Yesterday	Past 10 Days
Members	0	0	3

CONTENT

	Pending Approval	Yesterday	Past 10 Days
Videos	0	0	0
Events	0	0	0
Blogs	0	0	0

NING ANNOUNCEMENTS

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What is your favorite community — either on Ning or anywhere else. And why? [View »](#)

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DCHA PD&L Marketing Email

Working With the Military Instructor-Led Training, June 27, 2013 - Me...

File Message Adobe PDF

Delete Respond Quick Steps Move Assign Policy Tags Editing Zoom

If there are problems with how this message is displayed, click here to view it in a web browser.

From: DCHA Learning Portal <mail@dchalearning.org> Sent: Fri 6/21/2013 3:32 PM
To: Yoo, Deme
Cc:
Subject: Working With the Military Instructor-Led Training, June 27, 2013

Working With the Military Instructor-Led Training, June 27, 2013

DCHA/Office of Civilian-Military Cooperation (CMC) is pleased to announce that its one day Working with the Military Instructor-Led Training will be offered on Thursday, June 27, 2013.

Course Description

In today's development world, USAID and military personnel are often required to work together, even side-by-side. Collaboration is essential for our stabilization and development activities to be successful. The one-day Working with the Military instructor-led course serves as an introduction in how to foster civilian-military cooperation in support of development objectives. The course will cover topics such as DoD planning and operations, structure and staffing, and funding basics. This course is essential to USAID employees that need to develop effective civilian-military relations or those interested in learning how to leverage DoD resources, identify and communicate with key DoD points of contact, or plan and participate in civilian-military activities.

DCHA Learning Portal

DCHA E-Learning Module: This quarter, work commenced on the online DCHA E-Learning module. Working with the COR, MSI provided technical support to define the module's purpose, learning objectives, and audience. The general outline and objectives of the E-Learning module are as follows:

Introduction

- Describe the organization of the course information
- Identify the Bureau's four primary objectives

Who We Are

- Explain how these four objectives support the goal of long-term development
- Cite at least one example for each of the primary objectives
- Arrange the Bureaus and Offices on the USAID organization chart

Bureau Structure

- Match the nine DCHA offices with their mandates
- Compare the budget and staffing levels of the DCHA offices

Operational Capabilities

- Cite one example for each DCHA operational capability
- Match operational capabilities with the correct DCHA office

USAID's Policy Environment

- Identify the components of the Paris, Accra, and Busan Agreements and their impact on DCHA programming
- Cite examples that show how USAID policy is reflected in DCHA programming

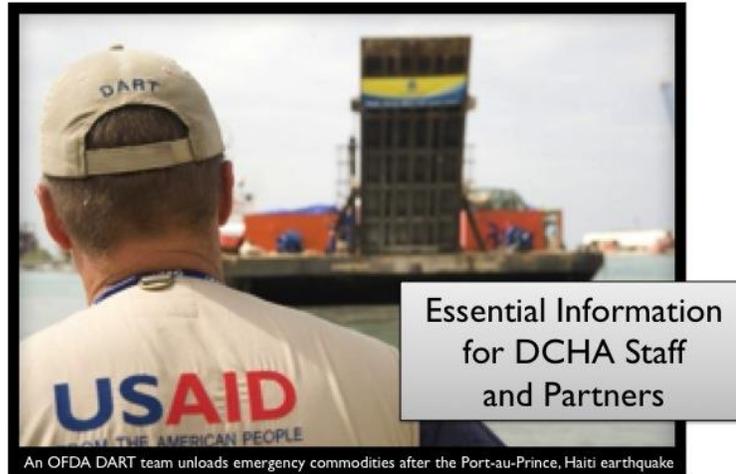
Our Partners

- Match partner agencies and the project they collaborated on with the appropriate DCHA office

A draft version of the module was created in PowerPoint format and presented to the COR. Next quarter, MSI expects to provide additional technical design with the COR's recommendations and ultimately, digitize the final design onto the online E-Module platform. MSI anticipates finishing the prototype and testing next quarter.



DCHA On-Line



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DCHA Briefing Book: This quarter, MSI updated a ‘Briefing Book’ for new DCHA employees. This document contains information about DCHA’s vision and mission, DCHA leadership, as well as profiles of each of the nine DCHA offices. The Briefing Book will be distributed through the DCHA PD&L.

DCHA Professional Development Roadmap: This quarter, MSI began drafting a ‘DCHA Professional Development Roadmap’ to be used as a visual tool for the professional development offerings within the DCHA Bureau. With the COR’s input, MSI provided graphic design and trainers’ feedback to create a tool with information on DCHA orientation and various management, technical, and leadership trainings offered within the Bureau. A draft version was presented to participants of the DCHA 101 Course held this quarter.

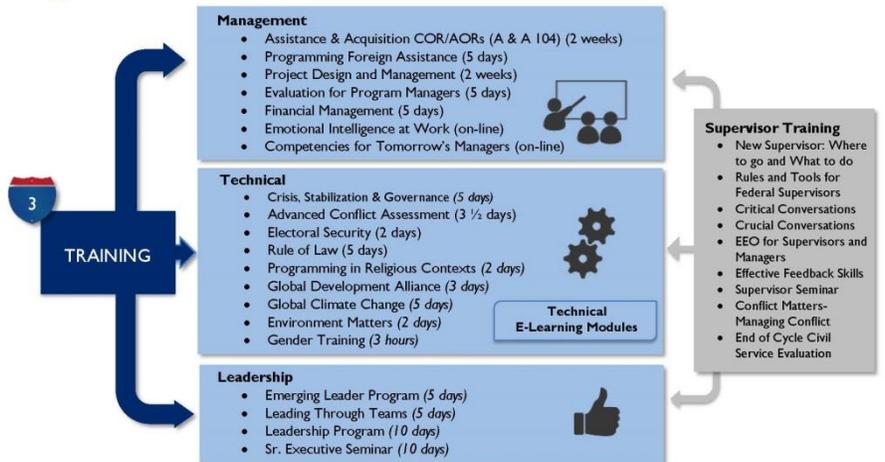
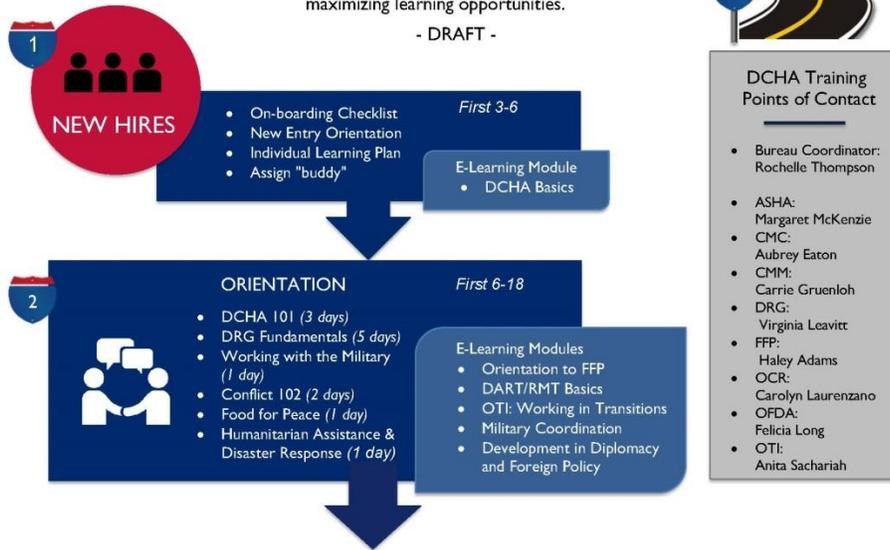
DCHA Professional Development Roadmap



DCHA Professional Development Roadmap

Strengthening DCHA job performance and professional development by providing resources, sharing knowledge, building capacity, and maximizing learning opportunities.

- DRAFT -



LESSONS LEARNED

Lessons learned over the course of this quarter include:

- 1) Meeting bi-monthly is sufficient now that most of the activities under this TO have a strong foundation. Previously, the TO team met with the COR weekly to provide updates on the various activities, but given that many of the trainings are now quite established, much of the discussion can be handled via email. However, the COR and TO team found it useful to meet weekly during times of high activity, such as the month before DHCA Essentials. The TO team will exercise flexibility in meetings as required;
- 2) The current DCHA 101 quarterly course schedule has proven to be a success, with an ideal amount of interest and number of participants. Though there was a waitlist for this quarter's iteration, several participants dropped from the course and most of the waitlisted registrants were able to be accommodated;
- 3) To prevent future cancellation of the CSG course, the TO team and COR must continue to market the course in a targeted manner through the marketing tools currently available, such as agency announcements to specific mission, bureau and office lists, and the DCHA PD&L. Additionally, the TO team and COR should choose to hold future CSG courses in appealing locations, preferably at a no-cost venue;
- 4) Conflict 102 is now established as a consistently successful and popular course for CMM. There is sufficient interest with each offering and often a wait list. CMM is increasingly taking C102 "on the road" to support demand for the course and will continue to offer it to specific Missions upon request.

On-going budget analyses of cost per course along with stricter regulations for administering trainings and conferences resulted in the generation of cost-cutting strategies to reduce the bottom line. With guidance from the COR, it was decided to reduce catered break offerings for all courses as well as identify any unnecessary audio/visual needs.

Plans for Next Quarter

- Deliver the **Conflict 102** Course from July 24-25, 2013 at the USAID Washington Learning Center in Arlington, Va.;
- Provide remote support for the **Conflict 102** Course from Aug. 28-29, 2013 in Dar es Salaam, Tanzania;
- Conduct an **Advanced Conflict Analysis** course from August 20-22, 2013 at the USAID Washington Learning Center in Arlington, Va.;
- Host a **DCHA Essentials** Course from Sept. 24-26, 2013 at the Ronald Reagan Building in Washington, D.C.;
- Continue significant revisions to the **Crises, Stabilization & Governance (CSG)** Course;
- Deliver the **Crises, Stabilization & Governance (CSG)** from September 30 – October 5, 2013 at the USAID Washington Learning Center in Arlington, Va.;
- Complete assessment design and administer the **DCHA Professional Development Survey**;
- Continue work on Phase II of **the Guide to Conflict Sensitive Programming** for CMM; and,
- Prepare a contract modification to extend the period of performance and increase the budget ceiling.