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Quarterly Report
July – September 2013
Emergency Assistance to Conflict-Affected Populations-III
(EACAP III)

COUNTRY CONTACT	HEADQUARTERS CONTACT	PROGRAM SUMMARY	
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		End Date	May 14, 2014
		Report Date	Oct 31, 2013
		Total Award	\$2,360,231

1. Program Overview

The EACAP-III program builds upon Mercy Corps' previous OFDA-supported humanitarian programs implemented since July 2008 in the Province of North Kivu and since August 2009 in the Orientale Province. EACAP-III provides essential emergency water, sanitation and hygiene support to over 100,000 Internal Displaced Persons (IDP) and host communities in Mweso, Karisimbi, Kashuga and Kitchanga areas (Territories of Masisi and Rutshuru in North Kivu). It also expands on the work in camps to provide economic recovery support to 1,080 camp residents (200 households) in order to build their autonomy and self-reliance. The program promotes self-sufficiency strategies to increase the implication of camp residents in the management of water and sanitation services and to decrease the dependence on external support for these services. These strategies seek to build the resilience of conflict-affected populations by strengthening their adaptive capacity and reducing the vulnerability of local communities to the shocks that accompany recurrent crises.

Award-level Beneficiaries

Cumulative Period Targeted		Reporting Period Reached		Cumulative Period Reached	
Total	IDP	Total	IDP	Total	IDP
100.000	100.000	243.761	237.886	243.761	237.761

2. Contextual Update

2.1. Security

The security situation in the areas of intervention has continued to be volatile during the second quarter of the EACAP-III program. On July 14th, 2013, clashes between the Congolese forces (FARDC) and the armed militia group M23 resulted in the displacement of more than 200 households into the camps around Goma (Mugunga and Buhimba). On July 22nd, 2013, violent clashes were reported around Kibati, 15 km north of Goma. 4,200 IDPs found refuge with schools and churches in Goma

before reaching Mugunga I, Mugunga III and Buhimba camps where Mercy Corps is providing humanitarian assistance.

In Mweso Health Zone, the security situation also remains precarious, with numerous reports of lootings and killings caused by various armed groups. On September 28th, clashes between Tcheka and APCLRS/FDLR at and around Kalembe resulted in movements of population (about 500 households to Kashuga and Mweso), losses of 18 human lives and 31 injuries.

2.2. Movements of Population

In August 2013, the total number of IDPs in the Province of North Kivu reached one million people. As of September 25th 2013, the total number of IDPs in the Province was 1,032,958. Over 93% of IDPs have fled their home because of actual insecurity or as a preventive measure. In addition to the movements recorded within the country, more than 220,000 Congolese people have found refuge in neighboring countries (OCHA RDC, *Bulletin d'Information Humanitaire*, No. 34/13). There are approximately 140,000 Congolese refugees in Uganda, of which 80% are from North Kivu. In Rwanda, 30,000 new refugees have been registered since April 2012, for a total of 85,000 Congolese refugees in this country since 2009, of which 75% are from North Kivu.

3. Performance Summary

Sector 1: Water, Sanitation and Hygiene (WaSH)

During this reporting period, Mercy Corps conducted a population survey to measure the impact of the EACAP-II program (the baseline survey report has already been submitted to OFDA). The organization put the emphasis on the implementation of WaSH activities in order to address gaps as per the minimum standards of the WaSH Cluster North Kivu in twenty (20) IDP camps. Activities implemented have included; construction of sanitation infrastructure (especially latrines, hand washing stations and showers), provision of water through water trucking, pumping and treatment systems, and repair and maintenance of existing infrastructure.

Mercy Corps' community mobilizers carried out post-distribution monitoring with two main purposes: (1) to check whether the hygiene kits distributed are being used effectively and adequately, (2) to confirm with the Relais Communautaires (RECOs) that they are working with the community to ensure that hand washing stations are always filled with water. Mercy Corps' community mobilizers worked with the RECOs to disseminate hygiene messages on hygiene best practices and the prevention of water-borne diseases, in particular cholera detection, prevention and management. The community mobilizers carried out an awareness campaign to promote clean and safe usage of storage containers in four IDPs camps around Goma. This activity has had a big impact on decreasing the rates of suspected cholera cases in the camps where Mercy Corps carries out its activities.

Sector 2: Economic Recovery and Market Systems (ERMS)

During this period, Mercy Corps' program staff met with other partners involved in the livelihood sector in IDP camps in order to avoid duplication of activities and harmonize approaches. Mercy Corps also met with the camp managers, AVSI and IOM, to better understand the activities related to the IDP livelihoods already being implemented. Based on these consultations, Mercy Corps established vulnerability criteria and selected the beneficiaries for livelihood activities. In total, 87 households (approx. 435

persons) were selected in camps in the Mweso Health Zone. The beneficiaries of the economic recovery activities in the four camps around Goma will be selected in October 2013.

4. Narrative of Achievements in Quarter, challenges and lessons learned per sector

Sector 1: Water, Sanitation and Hygiene (WaSH)

1. Achievements

During the second quarter of the EACAP-III program, Mercy Corps provided emergency WaSH assistance in sixteen IDP camps in the Mweso-Birambizo Health Zone and five spontaneous camps around Goma (Mugunga I and III, Bulengo, Buhimba, and Lac Vert). The main achievements during this reporting period are outlined below.

Water Provision and Support:

- Daily water trucking in Mugunga I and Lac Vert camps;
- Continued management of three water pumping, treatment, and distribution stations serving Mungote (135,000 liters/day), Buhimba (140,000 liters/day) and Bulengo (140,000 liters/day) IDP camps. All Mercy Corps' water systems adhere to a minimum of 0.5 mg/l of residual chlorine at all water points and 0.3 mg/l at household level;
- Protection of two spring catchments at Kasoko IDP camps;
- Launch of a tender for a topographical study in Mungote camp for a gravity water system;
- Weekly random water testing at household and water point levels in the five camps around Goma. Mercy Corps continues water testing activities to verify that water is potable and meets acceptable standards, both at delivery points and at the household level.

Sanitation Infrastructure:

- Construction of 592 new latrine stalls, with an additional 555 latrines under construction at the end of the reporting period;
- Rehabilitation of 771 existing latrines;
- Distribution of 305 latrine maintenance kits to the camp directors who are in charge of giving them to the WASH committees or the Meres Chefs;
- Treatment and sealing of 610 full latrines in 20 camps;
- Construction of 167 new shower facilities;
- Rehabilitation of 568 existing shower facilities;
- Continued awareness-raising to encourage beneficiaries to maintain hygiene and sanitation facilities in their communities;

Hygiene Promotion:

- Conduction of weekly hygiene promotion sessions by the RECOs and Mercy Corps' community mobilizers, reaching 30,148 people;
- Dissemination of daily radio messages (with a local radio Kibarizo and Tupendane Mweso) about good hygiene practices and the prevention of cholera;
- Distribution of 244 bags of powdered soap;

Waste Management:

- Mobilization of camp communities to empty 233 waste pits;

General WaSH Management:

- Conduction of 51 focus groups with camp committees and inhabitants on WaSH related issues in the camps;

- Reduction of cholera vector transmission through the lime treatment of latrines, the channeling and elimination of stagnant water, the awareness campaign on clean and safe usage of jerry cans in Buhimba, Bulengo, Mugunga I, Lac Vert, and the disinfection of 8 households in the cholera-affected camp of Buhimba.
- Conduction of EACAP-II end line survey. The data is being used as baseline for the EACAP-III program.
- Systematized data collection to ensure effective monitoring of the project.

2. Challenges and Lessons Learned

Problem of space for the construction of new infrastructure: It usually takes time for the government agents and the camp managers to find space for new infrastructure, which slowed down construction activities. Camps that lie on volcanic soil – such as Kahe, Mungote and all camps around Goma – or marshy ground such as Kashuga are the most challenging. In these settings, community participation in digging is virtually impossible, and the cost of the infrastructure dramatically increases. Unfortunately, aside from moving camps to a more favorable location, which is not in Mercy Corps' power, there is little that can be done. This affects our budget, but not dramatically.

Damage: In non-organized camps, residents' huts were built very close to each other. In the Mungote IDP camp, a latrine block caught fire, which damaged both the block and eight IDP huts. In the Kasoko camp, a total of 12 latrine blocks and 10 bathing facilities were damaged by heavy rains. Mercy Corps rehabilitated or rebuilt the structures – using more solid and sustainable materials such as metal sheets instead of tarpaulins – in order to respond to the IDPs needs in line with the WaSH cluster standards. Additionally, Mercy Corps will assess the possibility of strengthening the roofs using concrete iron bars (diameter of 6mm).

Elections in IDPs camps: During the reporting period, government agents asked for the directors of the camp committees in Ibuga, Kashuga and Muhanga camps to be replaced. These positions have a one-year term renewable, and elections must be held on an annual basis. This has created tensions and distrust between existing camp committees and candidates and has made coordination with camp authorities and beneficiaries in these camps particularly challenging. The elections will take place in October 2013, and Mercy Corps will closely monitor the situation to help mitigate the tensions.

Sector 2: Economic Recovery and Market Systems

1. Achievements

- Conduction of coordination meetings on IDP livelihoods.
- Establishment of selection criteria for beneficiaries of economic recovery activities.
- Selection of 87 out of 200 beneficiaries (54 women and 33 men) in three camps in Mweso Health Zone. They have chosen to learn sewing (71), and carpentry (16).

2. Challenges and Lessons Learned

There are huge training needs in the target displaced camps. Many young people are jobless (the camp authorities should be able to provide more specific data by the end of October 2013). There also are many children who are heads of household and never had the chance to attend school (specific household profiling prepared by UNHCR and UNOPS in camps is not yet available). Mercy Corps currently has limited resources to implement livelihood activities as a pilot project in seven camps. The organization will

assess the impact of the pilot project before looking into the potential scaling-up of livelihood activities in IDP camps.

5. Monitoring and Evaluation

Data on WASH activities is collected within the camps on a monthly basis by the WASH management committee trained by Mercy Corps. These committees have been trained to report on the state of physical infrastructure in the camps, identifying infrastructure to be rehabilitated, and other needs for WASH activities. Mercy Corps carries out regular monitoring and verification of WASH activities in North Kivu as well as verifying information received or requested from other agencies in the field, and monitors progress against project indicators on a continuous basis. The team relies on official population statistics released by OCHA, Premiere Urgence-AMI (as camp managers), UNHCR, UNOPS, and the Government of North Kivu every month (often coordinated through the Camp Coordination and Camp Management – CCCM Working Group) in order to calculate beneficiary numbers and estimate infrastructure needs to adhere to North Kivu WASH standards. The team participates in coordination meetings to stay abreast of cross-sector issues and events which impact the IDP camps of intervention.

6. Coordination

Mercy Corps regularly participates in the following coordination meetings in order to ensure that needs are covered as effectively as possible and coherence in program implementation strategies:

- WASH Cluster in Goma
- Working groups for camp coordination and management in Goma
- Weekly coordination meetings organized by OCHA and UNHCR in Kitchanga.
- Bi-weekly coordination meetings organized by Premieres Urgences (camp manager in Mweso-Birambizo Health Zones)
- Monthly coordination meetings in Nyanzale in which the Government of North Kivu is represented.

7. Conclusion

During this quarter, Mercy Corps has provided essential water, sanitation, and hygiene promotion services to over 237,886 people living in 21 IDP camps across the Mweso and Birambizo Health Zones in Masisi and the Karisimbi Health Zone. In addition to the key outputs of water provision, sanitation infrastructure, and hygiene promotion, Mercy Corps has conducted in-depth research which serves as both a measure of the impact of prior WASH programming and a baseline for comparison in the future. During this quarter, Mercy Corps' livelihood team also coordinated with various stakeholders to get a better understanding of ongoing efforts geared towards economic recovery in the target IDP camps, and launched beneficiary selection for its pilot livelihoods project.

SECTOR #1 WASH			
To provide emergency WASH support to IDPs living in camps in North Kivu in accordance with North Kivu WASH Cluster standards while building local WASH capacity in the camps in support of self-sufficiency			
Beneficiaries Targeted	Total: 100,000	Budget	\$2,360,231
Beneficiaries Reached	Total reached : 243,761 people including 237,886 IDPs		
Geographic Area (s)	Goma, Karisimbi, Mweso, Kashuga and Kitchanga areas, Rutshuru and Masisi Territories, North Kivu, DRC		
Sub-Sector: Water Supply			
INDICATORS	BASELINE	TARGET	PROGRESS (10/31/13)
Number of people directly benefitting from the water supply infrastructure program	0	100.000	During this reporting period, 237,886 IDPs (updated total number of IDPs in the 21 camps in which Mercy Corps operated during this quarter) and 5,875 host communities directly benefited from access to safe drinking water (representing 243.8% of the initial target). In IDP camps, 96,597 people benefited from water pumping system and treatment, 78,533 people received water through water trucking, and 62,736 received water from a gravity system or protected springs catchments.
Average water usage of target population in liters per person per day prior to and after interventions	Quality and quantity varies by camp. In many cases, no water available. (detailed data on water quality and quantity was submitted along with the first quarterly report)	5 liters per person per day (North Kivu WASH Cluster emergency standard)	A Knowledge, Attitudes, and Practices (KAP) survey conducted in August 2013 found that the average consumption was 10.4 liters per person per day. During this quarter, Mercy Corps has provided an average of 10.9 liters per person per day for the camps and communities receiving water from pumping systems, gravity water systems and springs catchments developed by Mercy Corps. A maximum of 5 liters per person per day has been distributed in Mugunga I and Lac Vert, where Mercy Corps is providing water through water trucking .
Number and percent of water points with measurable chlorine residual exceeding 0.2	At the 61 target water distribution points, had 0.2	100% of target distribution water points (i.e. 61) provide water	61 out of 61 targeted distribution points (or 100%) in Mungote, Mugunga I, Mugunga III, Bulengo, Lac Vert and Buhimba supported by Mercy Corps are tested at the point of water delivery. The samples taken during

mg/l	mg /l chlorine residual	with measurable chlorine residual exceeding 0.2 mg/l	the last quarter showed that chlorine residual at all delivery points is of 0.4-0.6 mg/l (hence exceeding 0.2 mg/l). Note that in the other target camps, the beneficiaries were supplied with water from protected springs. Mercy Corps monitors the quality of the water from these sources through seasonal bacteriological and physical analyzes. The results of water testing for all springs used by IDPs are 0 coliform per 100ml.
Sub-Sector: Sanitation			
Number of people directly benefitting from the sanitation infrastructure program	0	100,000	During this reporting period, 68,150 people have benefitted from the sanitation infrastructure constructed or repaired by Mercy Corps. The cumulative number of people who have directly benefited from access to sanitation infrastructure in the 20 targeted camps since the beginning of the Action is 86,650 people.
Number and percent of household latrines completed that are clean and in use in compliance with Sphere standards	2216 latrine doors prior the intervention in 20 IDPs camps (61%)	3616 – 100% (1400 additional to existing latrines prior to intervention)	During this reporting period, Mercy Corps has constructed 592 new latrines. Since the beginning of the project, Mercy Corps has constructed 962 latrines out of the 1,400 planned (i.e. 68.7% of initial targets). Through regular field visits, Mercy Corps' staff confirmed that 100% of the latrines are in use, and 673 latrines (or 70% of the target) are kept clean (clean latrine refers to an absence of observable feces and stagnant water). For all latrines constructed under this program, there are community volunteers responsible for cleanliness.
Number and percent of household hand-washing facilities completed and in use	476 hand washing facilities prior to the intervention (54%)	876 – 100% (400 additional to existing hand washing facilities prior to	During this reporting period, 145 hand washing stations were constructed and 244 bags of soap powder were distributed for each hand washing facility and during a campaign against cholera conducted in the camps around Goma to build awareness on the

		intervention)	importance of keeping washing jerry cans clean. To date, Mercy Corps has constructed 248 out of 400 hand washing facilities (or 62%) and distributed 324 bags of 50 kg of soap powder in all 20 camps.
% of children <36 (or 60) months whose feces were disposed of safely	79.4	90	The baseline survey was conducted in August 2013. Mercy Corps plans to carry out a second KAP survey measuring this indicator by project completion in May 2014, in order to assess the project impact. Baseline data: in the about 40,140 households with children under 5 years, it was found that a relatively large number percentage (i.e. 79.4% (N = 330)) of children's feces were disposed of safely, by burying the feces, washing the feces from clothing and dumping waste water into a latrine or toilet, or using toilet or latrine directly with the child.
Sub-Sector: Hygiene Promotion / Behaviors			
Number of people receiving direct hygiene promotion (excluding mass media campaigns and without double-counting)	0	100,000	During this reporting period, 17,955 IDPs benefited from hygiene promotion activities. In total, since the beginning of the project, 30,148 people have participated in awareness sessions on hygiene promotion topics and the causes and prevention of cholera. The RECOs and Mercy Corps' agents have organized these sessions in the 20 IDP camps targeted by the project. Hygiene promotion techniques have included focus groups, and plays (community theater).
Percentage of child caregivers and food preparers with appropriate hand-washing behavior	5.7	30	The baseline survey was conducted in August 2013. Mercy Corps plans to carry out a second KAP survey measuring this indicator by project completion in May 2014, in order to assess the project impact. Baseline: the indicator of improved hand-washing behavior, measured among child caregivers, was relatively low at project baseline. 5.7% (N = 327) of the interviewees answered at least 8 out of 10 correct

			responses. The results show that extra efforts need to be made in order to bring the entire population to change its behaviors and understand the critical risks of poor/partial hygiene practices.
% of households practicing correct use of recommended household water treatment technologies	6.3	25	The baseline survey was conducted in August 2013. Mercy Corps plans to carry out a second KAP survey measuring this indicator by project completion in May 2014, in order to assess the project impact. Baseline: home water treatment strategies practiced within the camps include boiling water and use of chlorine packets. It was found that only 6.3% households (N = 85) perform correct home water treatment, with 8.9% in Mweso and Birambizo areas correctly treating water, and 0% in Goma camps.
% of households storing treated water in a safe storage container	7.8	25	The baseline survey was conducted in August 2013. Mercy Corps plans to carry out a second KAP survey measuring this indicator by project completion in May 2014, in order to assess the project impact. Baseline: storage of treated water in safe storage containers consists of using a container with an opening of less than 10 centimeters solely destined for potable water storage, and assuring that the container has both a faucet and a cover. While 23.8% (N = 487) were found to be storing their water, no household stored the water in adequate containers. Since spigots are unlikely to be found in the target areas, it was decided that reporting against this indicator should take into consideration all criteria for safe water storage except for spigot, meaning that 7.8% of the population (N = 491) use the modified definition of a safe storage container. This definition (without spigots) will be used in future reports to measure success against this indicator. Mercy corps plans to distribute adequate jerry cans in some of the target camps where storage capacity is low owing to loss of assets among

			the IDP population during displacements.
Percentage of children under 36 months with diarrhea in the last two weeks	20.4	5	The baseline survey was conducted in August 2013. Mercy Corps plans to carry out a second KAP survey measuring this indicator by project completion in May 2014, in order to assess the project impact. Baseline: 20.4% of children (N = 329) were reported experiencing diarrhea within the 2 weeks prior to the survey.
Sub-Sector: Environmental Health			
Number of people benefiting from solid waste management, drainage, and/or vector control activities (without double-counting)	0	100,000	Mercy Corps is putting the emphasis on raising awareness on adequate solid waste management. As a result, waste pits are regularly used and camps are kept clean of solid waste. During this reporting period 98,000 people have benefited from waste pits management activities, for a total of 116,500 people across the 20 target camps from the beginning of the project.
Number of community cleanup/debris removal activities conducted	0	287	During this reporting period, 97 waste pits were emptied by community members, who received a bar of soap each as an incentive to participate in debris removal activities. Since the beginning of project, 233 waste pits have been emptied, which represents 81.1% of the initial target.
Number of bathing facilities constructed	0	600	During this reporting period, Mercy Corps built 167 bathing facilities, for a total of 197 new bathing facilities constructed since the beginning of the project (32.8% of the target, i.e. 600). In addition, Mercy Corps repaired 87 shower stalls during the last quarter, for a total of 568 shower stalls repaired (189.3% of the target, i.e. 300).
Economic Recovery and Market Systems	To create livelihood opportunities for conflict-affected individuals in North Kivu Province in support of WaSH activities within targeted IDP camps		
Beneficiaries Targeted	Total: 1080	Budget	\$104,505
Beneficiaries Reached	No beneficiaries have yet benefited from this component of the project. The results will be		

	reported by the end of the fourth quarter.		
Geographic Area (s)	Goma, Karisimbi, Mweso, Kashuga and Kitchanga areas, Rutshuru and Masisi Territories, North Kivu, DRC		
Sub-sector Name: New Livelihoods Development			
Number of people assisted through new livelihoods development activities, by sex	0	1080	Mercy corps has selected some of the beneficiaries of livelihood activities (87 households out of 200) and training sessions are planned for the third quarter of the project.
Number of new MSEs started	0	200	The indicator will be evaluated during the next quarter.
Percentage of people, by sex, continuing in their new livelihoods by program completion	0	200	This indicator will be measured by program completion. 87 beneficiaries (including 54 women and 33 men) have been selected to benefit from livelihood' activities. 71 would like to learn sew craft while 33 would like to learn carpentry.
Total USD amount channeled into the program area through sub-sector activities	0	30,000	The indicator will be evaluated at the end of the project