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Atención a las Víctimas de Minas Anti-personales Afectadas por el Conflicto en Colombia

Landmine Activities for Victims of the Conflict in Colombia

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**Y4 – SECOND QUARTERLY PERFORMANCE REPORT
JANUARY 1, 2012 – MARCH 31, 2012**

Submitted by implementing agency:

MERCY CORPS

USAID/Colombia

Program Summary

Grant Amount: \$4,199,935

Program Period: Aug. 28, 2008 – September 30, 2012

Geographic Coverage: 22 departments total of which six priority departments include Antioquia, Norte Santander, Nariño, Caquetá, Cauca, Meta

Number of Beneficiaries: 600 landmine survivors, 60,890 total including PWDs

Partner Organizations: Servicio Nacional de Aprendizaje (SENA); Universidad Don Bosco (El Salvador)

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The opinions expressed herein are those of the author(s) and do not necessarily reflect the
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Acronyms

ACIN	Association of Indigenous Cabildos of Northern Cauca (Asociación de Cabildos de Norte de Cauca)
COP	Colombian Pesos
EPS	Health Provider - Empresa Prestadora de Salud
FARC	Revolutionary Armed Forces of Colombia
FOSYGA	Social Solidarity Guarantee Fund
GOC	Government of Colombia
HUDN	University Hospital of Nariño
ICBF	Colombian Family Welfare Institute
ICRC	International Committee of the Red Cross
IDP	Internally Displaced Person
IDESAC	Departmental Health Institute of Caquetá - Instituto Departamental de Salud de Caquetá
IED	Improvised Explosive Device
INGO	International Non-Governmental Organization
INVIMA	National Institute for Drug Surveillance - Instituto Nacional de Vigilancia de Medicamentos
ISPO	International Society for Prosthetics and Orthotics
M&E	Monitoring and Evaluation
MC	Mercy Corps
NGO	Non-Governmental Organization
OAS	Organization of American States
PAICMA	Presidential Program for Integrated Action Against Antipersonnel Mines
P&O	Prosthetic and Orthotic
PWD	Persons With Disabilities
SENA	National Learning Service
UDB	University of Don Bosco
UN	United Nations
USAID	United States Agency for International Development
UXO	Unexploded Ordinance

Executive Summary & Key Achievements

The current reporting period focused on monitoring the program's activities, such as training of Prosthetics and Orthotics students, not only with regard to their academic processes, but also regarding their capacity to fulfill the legal requirements that regulate the quality provision of these services, such as adequate facilities, professional personnel and other requirements stated in norms such as the Prosthetics and Orthotics Good Practices Manual and Resolution 1319. In this sense, Mercy Corps continues to provide technical support to the National Government, the Ministry of Health, Departmental Health authorities and Prosthetic and Orthotic laboratories, in order to guarantee the full and proper implementation of Resolution 1319 (Best Practices Manual on Prosthetic and Orthotic Devices) and other norms and regulations regarding integrated assistance to people with disabilities and war victims. As a result of project activities and technical assistance, more than 142 persons with disabilities accessed high-quality services from 22 Prosthetics and Orthotics Laboratories.

In addition, Mercy Corps supported the technical analysis of public policy for the assistance to landmine survivors and other vulnerable populations in Nariño, Norte de Santander and Cauca. Specifically, Mercy Corps helped governmental and non-governmental stakeholders to identify the health, rehabilitation and socio-economic needs of landmine survivors, and promoted measures that the government should take to ensure that identified needs are fulfilled.

1. Indicators

1.1. Leahy Fund Indicators for this quarter

Indicator	2009-2011 Cummu.	Achievements Q1Y'12***	Achievements Q2Y'12*	Cumulative 2012	2009-2012 Cumm.
Number of persons trained	1,362	155	0	155	1,517
Number of persons served	186,620	158	0	158	186,778
Number of institutions strengthened	128	2	0	2	130

*Progress on indicators will be reported during the following quarter upon adjustments to PMP and Mission approval for years 4-5

1.2. Mission Indicators for this Quarter

Performance Indicators	LoP Goal	2011 (AWP target)	2009-2011 Cumm.	Q1FY'12	Q2FY'12***	Q1(AWP Target)	Q1/AWP Goal %	Cumm. 2012	2009-2012 Cumm.	% Cumm./LoP Adj
1. Vulnerable persons benefited	17.160	5.259	46.335	239	0	0	n,a	239	46.574	271,4%
IDPs benefited	-	-	587	0	0	0	n,a	0	587	n.a
Landmine survivors benefited	600	0	1.011	0	0	0	n,a	0	1.011	168,5%
Other persons with disabilities	16.560	5.563	45.324	189	0	0	n,a	189	45.513	274,8%
Afro-Colombians assisted	18	0	107	0	0	0	n,a	0	107	594,4%
Indigenous assisted	18	0	196	50	0	0	n,a	50	246	1366,7%
2. Socio-Economic reintegration	370	174	1.362	6	0	0	n,a	6	1.368	369,7%
Jobs created	175	45	436	1	0	0	n,a	1	437	249,7%
Jobs strengthened	195	129	927	0	0	0	n,a	0	927	475,4%
Beneficiaries graduating from vocational training****	33	27	15	5	0	0	n,a	5	20	60,6%
Beneficiaries with access to education	85	64	184	0	0	0	n,a	0	184	216,5%
3. Health	38.209	0	184.140	378	0	0	n,a	378	184.518	483%
Beneficiaries with access to health care	534	0	653	189	0	0	n,a	189	842	158%
Beneficiaries with access to rehabilitation services (survivors + family members + other persons with disabilities)**	38.209	0	184.140	189	0	0	n,a	189	184.329	482,4%
4. Public Policy	720	265	1.106	0	0	0	n,a	0	1.106	153.6%
Persons benefited from institutional strengthening	720	265	1.106	0	0	0	n,a	0	1.106	153.6%
5. Other Indicators									0	
Private sector funds leveraged (US \$000) *(1)	-	-	\$ 108,00	\$ 0,00	\$ 0,00	\$ 0,00	n,a	0	\$ 108,00	n.a
Public Sector funds leveraged (US \$000)	-	-	\$ 296,90	\$ 0,00	\$ 0,00	\$ 0,00	n,a	0	\$ 296,90	n.a
Women beneficiaries	2.768	564	5.166	0	0	0	n,a	0	5.166	186,6%
Men beneficiaries	10.397	0	14.379	0	0	0	n,a	0	14.379	138,3%
Children beneficiaries	2.768	1.654	2.161	0	0	0	n,a	0	2.161	78,1%
People trained	1.890	1.178	1.345	155	0	0	n,a	155	1.500	79,4%

*(1) TRM: 1,810

**The calculation of this indicator is the projection of direct beneficiaries (Rehabilitation Center), multiplied by the average family (4 people)
The Target to Q1 will be defined by USAID in the second Quarter of 2012.

*** Progress on indicators will be reported during the following quarter upon adjustments to PMP and Mission approval for years 4-5

****The indicator refers to students undergoing Prosthetics and Orthotics Technologist Program with University Don Bosco and SENA

1.3. Program Indicators for this Quarter

Indicator	Description of Indicator	LoP Goal	Achievements Q1 FY'12	Achievements Q2 FY'12*	Cumulative 2009-2012	% of Adjusted LoP
1	Number of persons from mine/armed conflict-affected communities that increase their capacity as first responders to mines/UXO and other ERW related emergencies.	630	150	0	807	128%
2	Number of landmine survivors, people with disabilities, and other victims of armed conflict who access rehabilitation services at the two new rehabilitation centers established in Caquetá and Nariño.	38,209	158	0	128,242	335%
3	Number of health care staff employed by the Hospital Maria Inmaculada and Hospital Universitario de Nariño rehabilitation centers that have been trained in specific needs of beneficiaries and that provide assistance.	30	1	0	40	133%
4	Number of Colombian P&O technicians trained and certified as Cat II technicians by ISPO.	30	5	0	35	116%
5	SENA has the technical capacity and suitable methodologies to train new P&O technicians that comply with International quality standards by ISPO.	3	0	0	3	100%
6	Number of socioeconomic working groups established and coordinating activities in order to strengthen socioeconomic initiatives with landmine survivors.	6	0	0	4	67%
7	Number of landmine survivors and their families that access income generation initiatives that improve their quality of life.	200	2	0	202	101%
8	Number of Departmental Committees for Integrated Mine Action that have defined work plans and information flowcharts for integrated assistance to landmine survivors and advocacy related to mine action public policies.	6	1	0	6	100%
9	Number of health care providers that improve management practices thereby increasing access to health care and rehabilitation services to landmine survivors, victims of armed conflict and other people with disabilities.	6	0	0	45	750%

*Progress on indicators will be reported during the following quarter upon adjustments to PMP and Mission approval for years 4-5

2. Progress Towards Objectives

Program Objectives are outlined below with progress made between January 1st and March 31st, 2012 by result and activity.

Objective 1: Landmine survivors, victims of armed conflict and other persons with disabilities in the departments of Antioquia, Caquetá, Cauca, Meta, Nariño and Norte de Santander have better quality and access to rehabilitation services by the end of the Program.

Result 1.3. Increased national capacity to provide quality prosthetic and orthotic (P&O) services, according to international standards.

Activity 1.3.1. Training of 30 P&O technicians from the departments of Antioquia, Caquetá, Cauca, Meta, Nariño and Norte de Santander through on-line distance learning courses.

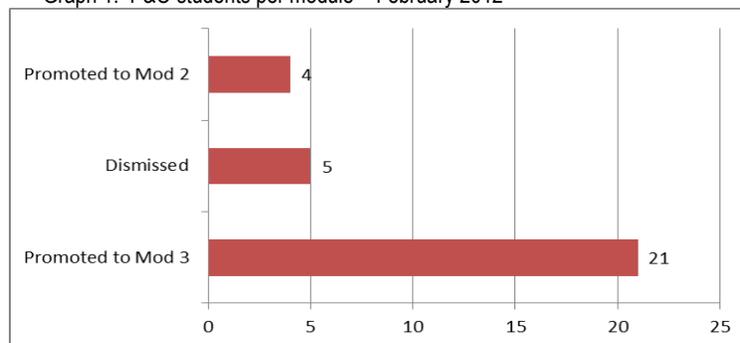
In early February 2012, the Don Bosco University released the results of evaluations to 30 students who have completed Modules 1 and 2 during the months of August and December 2011. The results have yielded worrying results for five students who failed, generating discussions and decisions regarding the continuation of five students.

Mercy Corps decided that the five students who have failed Module 1 will not continue the training process. This decision was made due to crucial factors such as the budget limitations of the activity, as well as the restrictions on time, which wouldn't allow the students with a one-year delay to complete the course within the project extension time line

Students were informed of the decision in February 2012.

A second group of students were required to develop a "Practice Reinforcement Plan", given that the results of their tests were not completely satisfactory, but not to the point of causing them to fail their modules. Therefore, students have elaborated and submitted their plans to the UDB and the Mercy Corps' Health and Rehabilitation Coordinator. They are now implementing their plans according to University requirements.

Graph 1. P&O students per module – February 2012



The third academic period started in February 2012 and, as stated above, 21 students are currently enrolled in module 3, while five more are enrolled in module 2. Mercy Corps has continued monitoring academic performance of students through visits and periodic Skype calls. Between January and March 2012, four Skype calls took place with groups of seven students. Additionally, 12 P&O students were visited by the Health and rehabilitation coordinator Rehabilitation Coordinator. The main objectives of all visits were to: 1) Monitor the progress and challenges

regarding academic processes of students and 2) review the advances in the implementation of Resolution 1319. The results of the visits are as follows:

Table 1. Result of P&O Students and Labs visits

No.	Laboratory	City	Date of Visit	Findings
1	Ortopédica ALCA	Cúcuta	10/01/2012	Student passed the first module after repeating. Is progressing with studies, although his health situation is keeping him from performing at the top of his capacity. Better knowledge of Resolution 1319 requirements, compared to previous visit As required by Res. 1319, the P&O separated the lab area from their habitat area. Working areas are marked and a bathroom with specific accesibility for people with disabilities has been built.
2	Ortopédica ALCA	Cúcuta	10/01/2012	Student passed the first module of education. Has to repeat one subject.
3	San Carlos Popayán	Popayán	04/02/2012	Student was promoted to the third module. Evident progress regarding the implementation of resolution 1319. The lab has been moved to a new facility with proper areas, storage room and adquate bathrooms and accessibility for People with disabilities.
4	San Carlos Quindío	Armenia	17/02/2012	Student continues to perform at excellency in all academic related matters. The Lab is one of the demostrative examples of quality assurance and full implementation of res. 1319
5	Laboratorio Ortopédico Nariño	Pasto	21/02/2012	Student continues to perform at excellency in all academic related matters. Laboratory keeps implementing improvements such as epoxic paint, and proper floors. Much organized areas incomparison with the last visit, in October 2012.
6	Laboratorio Ortopédico San Carlos Nariño	Pasto	22/02/2012	Student continues to perform at excellency in all academic related matters. Laboratory keeps improving administrative systems. New marketing area implemented. Insfrastructure is in complete accordance with Resolution 1319. Improvements made in Archives.

7	Laboratorio Ortopédico San Carlos Nariño	Pasto	22/02/2012	Student continues to perform well in all academic related matters. Laboratory keeps improving administrative systems. New marketing area implemented. Infrastructure is in complete accordance with Resolution 1319. Improvements made in Archives.
8	Laboratorio San Francisco	Pasto	21/02/2012	Students continues to perform well in academic matters. This is one of the concerning laboratories. None of the recommendations made in the last two visits have been implemented. The areas are not defined, there is not appropriate machinery and and the facility where the lab is operating is neither appropriate for semi-industrial activities, nor accessible to People with Disabilities.
9	CENPROT	Cali	03/02/2012	Students continues to perform well in academic matters. Although the space is reduced, the laboratory fulfils the requirements of Resolution 1319 in terms of accesibility, defined areas and infrastructure.
10	Ortopédicos San José	Cúcuta	12/01/2012	Student lost the first module, which he was repeating. Student was informed of the decision of not letting him continue with the process. Laboratory is implementing recomendations for the fulfillment of Re. 1319 requirements. New bathroom with full accessibility was built and areas have been marked and differentiated.
11	Ortopédicos San José	Cúcuta	12/01/2012	Student lost the first module, which he was repeating. Student was informed of the decision of not letting him continue with the process. Laboratory is implementing recomendations for the fulfillment of Re. 1319 requirements. New bathroom with full accessibility was built and areas have been marked and differentiated.
12	JENE	Cúcuta	21/03/2012	Students continues to perform well in academic matters. Laboratory is implementing recomendations for the fulfillment of Re. 1319 requirements. New bathroom with full accessibility was built and areas have been marked and differentiated.

During the first week of February 2012, Mercy Corps participated and facilitated the assessment visit to the Prosthetics and Orthotics component of the Program. The USAID prosthetics and orthotics consultants had the chance to meet with a range of prostheticians/orthoticians that are beneficiaries of the program and listen to their testimonies and opinions, not only about the training activities, but the P&O situation in Colombia. They also talked with relevant authorities, such as the Ministry of Health, and had lengthy discussions with Mercy Corps staff. The problems outlined in this report and others related to infrastructure capacity and operating mechanisms for the management of prosthetics and orthotics in Colombia were visibilized during the visit. Although the situations and problems identified are not within the scope of solution of the Program, Mercy Corps prioritized highlighting the wider panorama of issues affecting the quality of prosthetic and orthotic services at the national level, as well as the sustainability of this program. In this context, some of the problems identified are:

1. The National Government, and more specifically, the Ministry of Health, has very unclear knowledge of the P&O industry in Colombia. All of the legal and normative frameworks therefore lack of a principle of reality, making certain legal requirements impossible to fulfill in the short term, especially for small laboratories located in areas far from development centers such as Bogotá, Medellín or Cali. This situation creates a disadvantage, not only to the business, but more important, to users of prosthetics and orthotics devices in places like Putumayo, Cauca, Bolivar and Ibagué.
2. In general, there is a very big gap between “big laboratories” such as CIREC, Gillette or Otto Bock, and small laboratories located in cities like Pasto, Armenia, Popayán, Florencia and others. However, it is evident that “big” laboratories use the capacity of those small business in small cities through mechanisms like subcontracting or outsourcing. The level of quality assurance and guarantees of devices is still impossible to track and monitor.
3. Small laboratory owners lack of business skills and therefore are in a big disadvantage to compete with big laboratories that currently dominate the market.

Follow – up to Resolution 1319 (Prosthetics and Orthotics Good Practices Manual)

As part of Mercy Corps commitment to improve quality of assistance to people with disabilities in Colombia, the Program has continued its efforts to ensure that national policies, norms and regulations are implemented in ways that enhance local capacity for providing assistance to Persons With Disabilities (PWDs), as well as improves the quality of devices. In this sense, Mercy Corps has continued providing technical assistance to the Quality Insurance Department of the Ministry of Health, which is the unit in charge of implementing such policies, and has also socialized the advances that are made at the national level with laboratories and local authorities at a departmental level. Results of these efforts are detailed below.

Table 2. Summary of meetings regarding modifications to Resolution 1319

Date	Venue	Results
27/01/2012	Ministry of Health	Full socialization of reformulation efforts to all instances of the Ministry of Health, and key stakeholders such as ICRC, Ministry of Education and SENA
1/02/2012	Ministry of Health	Definition of review plan and integration of the norm into the Social Security and Health General System
23/02/2012	Ministry of Health	Full revision of P&O study developed by the National University. Revision of P&O labs directory presented by Mercy Corps.
29/02/2012	Ministry of Health	Revision of Governmental Database of P&O labs and evaluation of needs presented by P&O labs
14/03/2012	Ministry of Health	Revision of human talent needs for P&O quality assurance, according to the resolution 1319. Evaluation of education requirements according to the norm.
30/03/2012	Ministry of Health	(Cont.) Revision of human talent needs for P&O quality assurance,

		according to the resolution 1319. Evaluation of education requirements according to the norm.
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In this sense, Mercy Corps has continued providing technical assistance to the Quality Insurance Division of the Ministry of Health, which is the unit in charge of implementing such policies. Mercy Corps has also informed representatives of progress made at the national level with the 22 P&O laboratories and local authorities at departmental level.

As a direct result of these activities, the Ministry of Health has established a working group intended to reformulate resolution 1319, in order to guarantee its applicability. The working group has been co-led by Mercy Corps and has included key sector stakeholders that had previously been absent from discussions in previous review sessions. Some of these actors are the Ministry of Education, Health Insurance Companies, P&O users associations, medical associations, etc.

Clear examples of Mercy Corps' achievements in this area include the increased participation of PWD association members and health insurance companies (EPS). A second example is the design and implementation of monitoring mechanisms oriented to the improvement of quality at local levels. Between January and March 2012 the working group has met four times and minutes including commitments and required actions have been documented by Mercy Corps.

In support of the primary objective of the Program and the support needs to the P&O laboratories at the field level, Mercy Corps has continued its visits and has supported the development of P&O service and quality improvement plans to help the laboratories comply with Resolution 1319 Requirements.

Between January and March 2012 , five laboratories where visited in the cities of Cali (Ortopédica San Carlos de Colombia), Popayán (Ortopédica San Carlos – Popayán) and Pasto (Ortopédica San Carlos Pasto, Ortopédicos Nariño, Ortopédica San Francisco). While four of them have made clear improvements that will enable them to be competitive and comply with current legal requirements, Ortopédica San Francisco, in the city of Pasto, is still facing significant financial and logistic challenges that have impeded implementation of their improvement plan that was designed in June 2011.(For explanation of changes please refer to table 1)

Objective 2: Landmine survivors and their families in the departments of Antioquia, Caquetá, Cauca, Meta, Nariño and Norte de Santander have socio-economic integration alternatives according to their community context and capacities by the end of the Program (September 2011).

Result 2.2. 200 landmine survivors and their families accessed income generation initiatives that improved their quality of life.

Throughout program implementation, Mercy Corps has highlighted the need for adequate monitoring of income generation activities of the landmine survivors and vulnerable people served. As part of a comprehensive and integrated model that takes into account the special needs of people with disabilities who are victims of war, Mercy Corps has provided technical support to each of its 200 socio-economic integration beneficiaries. This reporting period, technical monitoring visits to beneficiaries were carried out in the department of Meta.

Twenty-five beneficiaries from the municipalities of Villavicencio (3), Granada (2) and Vistahermosa (20) were visited between 16 and 20 March 2012 by Mercy Corps' Socioeconomic Inclusion Coordinator.

Two of the initiatives have failed, due primarily to problems associated with the psychosocial situation of the beneficiaries. In both cases beneficiaries have a low self-esteem and it is suspected they are victims of domestic violence. Both cases have been referred to the Colombian Family Welfare Institute - ICBF.

In all other cases, businesses have been successful and are considered to be sustainable after 8 months of their start-up. One notable success is the Guadualito community in the municipality of Vista Hermosa, where the associative process has allowed dairy herd increases, growing from 25 cows to 67 in a period of less than 8 months. The community is selling 355 liters of milk per day, at a cost of \$600/liter. The Guadualito dairy cooperative is now linked to the dairy production chains in the area and has increased its commercial relations, demonstrating efficiency and sustainability.

3. Monitoring and Evaluation

In March, together with the Health and Rehabilitation Coordinator, the M&E Coordinator made a field visit to program P&O laboratories in Cúcuta, Norte Santander. Activities and results included:

- a) Assessment carried out on P&O laboratory information management regarding P&O service provision (how information is collected and stored, what kind of information/variables).
- b) Gaps and needs were identified regarding information management to prioritize Mercy Corps M&E technical support.
- c) Information database and P&O patient information form developed with M&E Coordinator, Rehabilitation Coordinator and P&O laboratory staff.
- d) Pilot initiated using database and form.

Results from the pilot will be used to replicate the M&E and information management with the remaining 23 P&O laboratories in the other departments.

This quarter the COP, DM&E Manager and Coordinator held meetings with the AOTR to review and define reporting requirements for the program extension for years 4-5. M&E and reporting will focus on the progress and outcomes of the training of Prosthetics and Orthotics. To this end, two of the indicators were reviewed in order to guarantee that they are properly covering information reporting needs.

In terms of indicator 4 “*P&O training for ISPO category II certification with 30 P&O technicians*”, Mercy Corps has been reporting progress towards the target for indicator in previous reports. However, it is clear that as a result indicator, this can only be reported upon activity completion. Therefore, this QR2 FY12 and following quarter progress towards indicator #4 will be desegregated in the following manner:

(Process reported quarterly) Number of Colombian P&O technicians who are registered in the online ISPO Cat II training program.

The M&E Unit uploads quarterly reporting results in the USAID Monitor M&E information system, in coordination with representatives from Econometria and DevTech. All reporting is up to date on MONITOR.