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EVALUATION

MID-TERM PERFORMANCE EVALUATION OF THE ADVANCING NATIONAL INTEGRATION (ANI) PROJECT IN GEORGIA

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ACRONYMS

ACETT	Applied Civic Education and Teacher Training project
ANI	Advancing National Integration project
CATI	Computer-Assisted Telephone Interview
CITC	Civic Integration and Tolerance Council
CNM	Council of National Minorities
COP	Chief of Party
CR	Council of Religions
CSO	Civic Society Organization
DCOP	Deputy Chief of Party
ECMI	European Centre for Minority Issues
FGD	Focus Group Discussion
GoG	Government of Georgia
GPB	Georgian Public Broadcasting
IDP	Internally Displaced Person
IRMS	IT, Research and Metadata Solutions
IWG	Intra-governmental Working Group
KII	Key Informant Interview
M&E	Monitoring and Evaluation
ME&A	Mendez England & Associates
MoU	Memorandum of Understanding
NCAP	National Concept and Action Plan for Tolerance and Civic Integration
NGO	Non-Governmental Organization
NITG	National Integration and Tolerance in Georgia project
OSGF	Open Society – Georgia Foundation
PDO	Public Defender's Office
PG	Partners-Georgia
PMP	Performance Management Plan
SOW	Scope of Work
TC	Tolerance Center
UNAG	United Nations Association - Georgia
UNDP	United Nations Development Programme
USAID	United States Agency for International Development
YC	Youth Center

EXECUTIVE SUMMARY

EVALUATION PURPOSE AND EVALUATION QUESTIONS

This is a report on the mid-term performance evaluation of the Advancing National Integration (ANI) project funded by the United States Agency for International Development (USAID) Mission in Georgia. The project is being implemented by the United Nations Association – Georgia (UNAG) between September 2011 and January 2015. The evaluation of ANI was conducted during the period October-December 2013, by a team assembled by Mendez, England & Associates (ME&A). The team consisted of two specialists with extensive experience in civic education and integration, civil society, and youth participation, and one Evaluation Expert.

The overall purpose of evaluating ANI is to "determine the effectiveness of the project and to provide recommendations on corrective actions and new directions for the remaining years of project implementation and beyond." The main goal is to review actual progress toward achieving key expected results and identify accomplishments, delays, challenges, and their impact on the project, as described in the Statement of Work (SOW) for the evaluation (see Annex 1).

An integral part of the evaluation mission was to answer a set of four pre-determined questions, which are detailed in the body of this report. The questions concern:

- The way that youth understand tolerance and national unity and how ANI has affected levels of youth civic engagement and participation in society.
- The efficacy of ANI's collaboration with non-governmental organizations (NGOs) as hosts of the youth centers (YCs) in various cities and agents for mobilization of youth.
- ANI's effect on the capacity and effectiveness of the Tolerance Center (TC), Council of Religions (CR) and Council of National Minorities (CNM).
- The effect on ANI of the change of government in 2012.

The conclusions reached and suggested recommendations will be used by USAID/Caucasus to: 1) improve ongoing interventions in the area of national integration and tolerance; and 2) contribute to the design of USAID's next generation of support in that sector.

PROJECT BACKGROUND

ANI was designed to address a number of development challenges that are pervasive in Georgian society and are particularly problematic in areas of densely settled minority populations. Many citizens are not active in civic life and are isolated in regions far from the political and economic centers of Georgia. These tendencies are magnified for members of concentrated ethnic minority groups. Ethnic minorities and ethnic Georgians alike often point to Georgian language skills as the main impediment to integration but there remain deep-seated issues around religion, culture and stereotypes. These issues can be alleviated through direct continued interactions; yet in most regions, there is little contact between those belonging to different ethnic groups.

Minorities need tools and support to become further integrated, as well as support for retaining their own languages, cultures and traditions. Additionally, the majority requires further awareness of Georgia's diversity and its proper management. While there has been substantial progress by the Government of Georgia (GoG) in recent years, numerous challenges remain to building civic integration and tolerance across the country. It is important to build on that progress to: institutionalize mechanisms that support civil society in monitoring state policymaking and implementation; increase civil society capacity and engagement; expand networking and coalition-building; and engage citizens from the majority and minorities in activities that promote tolerance and civic integration.

ANI was designed with those needs in mind. The goal of ANI is to strengthen civic integration in Georgia, particularly among ethnic minorities. The project has three objectives:

1. Develop civic integration processes among young people across Georgia through practice and participation
2. Increase public awareness and education on diversity through the media
3. Support mechanisms for interaction between the GoG and ethnic minorities

EVALUATION METHODS AND LIMITATIONS

The evaluation methodology was carefully designed to respond to the evaluation questions, and to determine whether ANI has made progress towards its initial objectives. The Evaluation Team collected quantitative and qualitative data from a broad range of stakeholders and beneficiaries to ensure objectivity of the process, as well as accuracy and completeness of the findings, conclusions and recommendations. Techniques that balance each other were utilized: quantitative vs. qualitative data; individual vs. group responses; semi-structured interviews vs. analysis of existing surveys.

The evaluation also examined existing data collected by ANI: a baseline conducted in 2012, entry data collected from youth when they became members of YCs, and midline data from a survey of members in the summer of 2013. The following main methods and sources were used:

- Critical desktop review of materials related to ANI, such as quarterly reports to USAID, partner reports, annual work plans, monitoring and evaluation (M&E) plans, baseline survey report, reports by government, and civil society monitoring reports.
- Focus group discussions with members of the YCs.
- Semi-structured interviews with USAID and ANI implementers, project beneficiaries and stakeholders, and key informants from the government, NGOs and others.
- Mini-survey conducted with a random sample of YC members.
- Field visits to Kutaisi, Gori, Akhaltsikhe and Marneuli.
- Direct observation of YC-organized activities related to 16 Days of Action Against Gender Violence.

The Evaluation Team encountered some limitations inherent to the design of this evaluation and during its fieldwork in Georgia. The most relevant constraints were as follows:

Biases in data collection methodologies. To identify key stakeholders and project beneficiaries, the Evaluation Team relied to some extent on assistance from staff of USAID, UNAG and ANI partner organizations.

Lack of monitoring data. There was very limited monitoring data collected by the project to assess progress towards results. Additionally, the midline raw data shared with the Evaluation Team had several problems that limited its usefulness to the evaluation.

Baseline data not comparable. The baseline survey of youth was confined to urban areas, and therefore could not be compared to entry/midline survey or mini-survey results.

Recall bias. Since a number of questions raised during the interviews dealt with issues that took place in the past, recall bias cannot be excluded.

Halo bias. The extent to which respondents were prepared to reveal their true opinions may have varied for some questions that called upon them to assess the performance of their colleagues or people on whom they depend upon for provision of services.

Time allotted for evaluation. The project has diverse components and activities as well as numerous counterparts; not all of ANI's activities could be studied in depth by this evaluation.

FINDINGS

Question 1: Effect on Youth Understanding of National Unity and Tolerance

Youth are the most significant target group of ANI, which has organized a wide range of activities primarily aimed at increasing civic engagement, awareness of diversity, and tolerance among young people in 13 locations across the country. Key activities have included: training for youth and NGOs; camps or "schools" to integrate young people from across Georgia; exchange visits among regions; twinning projects to build ties among YCs; youth-led awareness raising activities, community projects, local advocacy and peer education; and social media activities. Informants consider that members of YCs are more active in the community than before, are more communicative, have better social skills, show more empathy, and have more friends from different societal groups. To date, many more girls than boys have benefited as members of the YCs, and urban youth have been more actively engaged than rural residents.

YC members have demonstrated a shared general understanding of the term "tolerance," and evidence from the youth survey conducted by the Evaluation Team shows that levels of tolerance have increased among YC members the longer they have participated. However, there are still limits to acceptance of

complete integration with those of different ethnicity and especially religion; most YC members surveyed would not approve of a friend marrying someone of another religion.

Question 2: Effectiveness of Collaboration with Host NGOs for Youth

Locally based NGOs engaged to run the YCs are a diverse group with widely varying capacities, resources and missions. The work of the host NGOs is generally valued by stakeholders, though tensions with other organizations and lack of experience have in some cases limited effectiveness. The language barrier between Georgian-speaking YC members and those of other ethnicities who are not fluent in Georgian is posing difficulties in areas of mixed ethnicity. The visited host NGOs expressed high levels of commitment to continuation of activities after ANI; however, none was able to point to a sustainability plan.

Question 3: Effectiveness of Support to Tolerance Center and Council on National Minorities and Religions

By way of background, in addition to youth-focused activities, ANI also works to promote civic integration and tolerance through support to policy development, monitoring and dialogue. The evaluation focused primarily on the work with the TC, Council of Religions (CR) and CNM. The TC can be described as a "tolerance watchdog" within the Public Defender's Office (PDO). The CR unites 26 different faiths to promote harmony among religious confessions and protect human rights and equality, while the CNM is made up of over 100 civil society organizations (CSOs) that aim to advance the interests of ethnic minorities in Georgia.

ANI is currently funding the TC's four full-time professional staff, though other donors shared the cost until 2012. These staff members are known as qualified professionals, and appear to have a mutually respectful relationship with key stakeholders. Their support to the two Councils has been effective in shoring up the capacity of those bodies. ANI is the only steady source of external funding for the Councils' operations, and that support has enabled them to carry out regular fact-finding missions in relation to reported violations of rights, and to monitor the GoG's implementation of its commitments to promoting national integration and tolerance.

The CR has increasingly shown itself able to reach consensus on a wide range of issues, going well beyond religious issues. In 2012, the Council, assisted by TC staff, published a set of recommendations for the government ranging from removal of discriminatory elements from school textbooks to establishment of equal taxation rules for all religious confessions, on behalf of all members – a significant achievement. The Council has also been publicly speaking out in reaction to violations of religious freedoms, which in some cases has contributed to action by the government to address the problem.

The CNM has been most active in annual monitoring of the National Concept and Action Plan for Tolerance and Civic Integration (NCAP). ANI-funded expert consultants have been working with the Council to monitor government actions and prepare the "alternative" reports. Informants consider the civil society monitoring to be very important. There are some notable examples of recommendations leading to action by the government, such as establishment of Language Houses in regions with heavy concentrations of ethnic minorities.

Question 4: Effect of 2012 Change of Government on Project

The evaluation identified minimal effects of the 2012 change of government on the project. Informants indicated that UNAG/ANI staff has had cordial and cooperative relations with the government, both before and after the elections.

Project Strategy and Implementation

With respect to project coordination, the goals and activities of the ANI YCs have a great deal in common with the civics clubs supported under USAID's Applied Civics Education and Teacher Training (ACETT) program, and the targeted age ranges and cities overlap to some extent. However, it appears from interviews and document review that links between the projects have not been close, and coordination in most regions has been limited. Activities under different components of ANI have, in some cases, been linked to each other, but there are various areas where ANI has not yet taken advantage of apparent opportunities for synergy among components. The small grants component, in particular, based on analysis of the grant activities and target areas and on interviews with project partners and others, seemed to be a "stand-alone" element that did not clearly complement the other components.

Monitoring of project outcomes and results has been less than optimal, judging by a critical review of project reporting, supplemented by interviews with project partners and USAID. With the exception of

two impact-level indicators that feed into the Mission's Performance Monitoring Plan (PMP) (only one of which links directly to ANI activities), only outputs of ANI are being tracked by UNAG, and 20+ outcome indicators listed in the Year 1 and 2 M&E Plans of the project have neither been clearly defined nor monitored to date. Quarterly reporting to USAID has been very activity-based, with no reference to indicators and minimal analysis of problems or possible changes of approach.

Progress Towards Goal and Objectives

With respect to the overall project goal of strengthening civic integration in Georgia, particularly among ethnic minorities, there is a limited amount of evidence at present related to progress towards that goal (pending the 2013 Civic Integration Index). However, the evaluation found that youth targeted by ANI have an increased level of civic engagement and a better understanding of tolerance, both of which can contribute to civic integration. The work of the TC, CR and CNM is increasingly visible, and notable successes have been achieved in relation to specific issues affecting minorities though effects on the general population are difficult to assess.

CONCLUSIONS

Question 1: Effect on Youth Understanding of National Unity and Tolerance

Although no conclusions can be drawn about the overall population of youth in Georgia, ANI has had a measurable effect on the attitudes of YC members and their level of civic engagement. Increased levels of tolerance are also emerging among the participants, especially as duration of involvement increases. On the other hand, civic activism is still not a familiar concept to many YC members, and engagement in activism has not been widespread among YC members and other youth participants.

Positive results have been especially notable in urban areas, while the involvement of rural youth has been constrained, primarily by lack of resources such as transport. The YCs have struggled to attract male members, indicating the need for a strategy to address the significant gender imbalance. Direct personal contact with other societal groups through exchanges and camps seems to have had the greatest effect on tolerance and integration.

Question 2: Effectiveness of Collaboration with Host NGOs for Youth

In spite of some challenges, locally based NGOs were the best option available for operation of the YCs, given their relatively low cost, local knowledge and links, and flexible nature. UNAG has turned the diversity among host NGOs into an asset by capitalizing on their links with different societal groups such as the disabled. On the other hand, ANI's design has made it difficult to cater to differences in the capacity and resources of each organization. Links among the 11 host NGOs are not strong, which means that valuable experiences are not consistently shared. The youth and civic integration work of host NGOs with less experience and resources does not appear to be sustainable in its current form without further assistance.

Question 3: Effectiveness of Support to Tolerance Center and Council on National Minorities and Religions

In relation to ANI's effect on the capacity and effectiveness of the TC, it is fundamental to note that the Center's professional staff is now entirely funded by ANI. For the government to assume responsibility for Center staffing, while potentially feasible, would pose a significant risk to its independence. Therefore, international funding is important – not only in material terms but also as moral support. The Center is playing a valuable role in advancing the objectives of ANI. Its role as a watchdog is widely appreciated by civil society and the international community, and it also acts as an effective hub for the CR and CNM.

The two Councils are largely dependent on the TC for coordination and qualified advice, as well as on ANI activity funding, without which it would be difficult for them to function. The fact-finding missions, government meetings and public statements supported by ANI have served to raise the profile of both Councils. The capacity and credibility of the CR has increased measurably, and there are signs that core members of the CNM are gradually gaining capacity and confidence as well. There are enough examples of policy or program changes that reflect civil society recommendations to conclude that monitoring of the government's efforts on national integration is in fact making a difference.

Question 4: Effect of 2012 Change of Government on Project
The change of government has had no observable effect on project effectiveness. This should be seen as a credit to the diplomacy efforts of UNAG, although it is no doubt also influenced by the positive relations of the government with USAID. Support by projects such as ANI sends the message to the government that these mechanisms and processes, which are not yet strongly institutionalized, are important in the eyes of the international community.

Project Strategy and Implementation
In terms of project implementation and coordination, staffing levels at UNAG were less than optimal given the size and complexity of ANI and scope of activities across the country. There are areas of potential synergy between the ANI and ACETT projects that have not been fully exploited in the absence of a strategy for ensuring their complementarity. The evaluation found there was no plan for linking ANI components or system for ensuring that project partners were aware of what others were doing. The lack of monitoring data on outcome indicators makes it difficult to assess the results of ANI on an ongoing basis, which in turn weakens the project's ability to identify and respond to problems as they emerge.

RECOMMENDATIONS

Question 1: Effect on Youth Understanding of National Unity and Tolerance
With respect to the youth component, the priorities at this point are to extend the project's reach and slightly adjust the activities for the final year. Building on existing foundations, ANI should support YCs to engage more in the resolution of issues affecting their communities. It is also important to explore creative ways of increasing the reach of activities that allow for direct contact with other cultures/religions/regions.

With respect to the imbalance between girls and boys in the YCs, it is urgent for ANI to roll out cross-program strategies for getting more boys involved in activities. To expand reach into rural areas, the Gori example of establishing sub-clubs in villages should be analyzed and adapted for use in other cities, to the extent possible. Future programming should include resources to allow marginalized populations to be touched by these kinds of activities to a greater extent.

Question 2: Effectiveness of Collaboration with Host NGOs for Youth
In order to enhance the effectiveness of host NGOs in each region, more support is needed to ensure that they fully exploit local opportunities for collaboration. Results would also be enhanced by greater interaction among host NGOs. Sustainability of their youth-related work should be shored up through timely planning post-ANI and assistance with organizational development for weaker NGOs. In the future, capacity building needs and variation among partner organizations should be anticipated at the design stage, whenever local NGOs will play an important role in implementation.

Question 3: Effectiveness of Support to Tolerance Center and Council on National Minorities and Religions
ANI should continue to support the TC, CR and CNM, while working to diversify international sources of funding and strengthen independence of the TC. In order to make civil society monitoring of government actions more effective, the new NCAP should include clear indicators by which government performance can be measured.

Question 4: Effect of 2012 Change of Government on Project
Going forward, UNAG and USAID should closely monitor the government's attitude towards the NCAP, TC, and the Councils, and take concerted action to ensure that key people in the new government and the new Public Defender are fully aware of the importance of the government reporting and civil society monitoring, and of the value of the TC in the further democratic development of Georgia.

Project Strategy and Implementation
Internal and external coordination have not been particular strengths of ANI. If projects similar to ANI and ACETT are supported in the future, there should be a clear strategy for how the initiatives will interact and complement each other. The targeting of small grants in 2014 should take into account how grants can measurably contribute to the achievement of project goals and objectives, and ideally, strengthen other components. USAID should assist UNAG to define and track selected outcome indicators during 2014, in order to better measure results and inform future decision-making.

Progress Towards Goal and Objectives

In relation to advancing towards the overall goal of ANI, there is a need to increase attention to the Georgian majority population, especially adults, including through mass media campaigns and other strategies to raise awareness of shared responsibility for integration and tolerance. It is also recommended to develop creative strategies for support of the rights of other minorities, such as religious groups, sexual minorities and very small ethnic minority populations, to enhance awareness and tolerance both among their members and among the rest of the population.

1.0 EVALUATION PURPOSE AND EVALUATION QUESTIONS

1.1 EVALUATION PURPOSE

This is a report on the mid-term performance evaluation of the Advancing National Integration (ANI) project funded by the United States Agency for International Development (USAID) Mission in Georgia. The project is being implemented by the United Nations Association – Georgia (UNAG) between September 2011 and January 2015. The evaluation covered the timeframe from ANI's start through to November 2013, and was conducted by a team of three key experts: Ms. Melanie Reimer (Team Leader), Dr. Ritu Nayyar-Stone (Evaluation Expert), and Ms. Natia Gorgadze (Local Expert).

In overall terms, the purpose of evaluating ANI, according to the evaluation's Statement of Work (SOW), is to "determine the effectiveness of the project and to provide recommendations on corrective actions and new directions for the remaining years of project implementation and beyond." The main goal of evaluating ANI was to review actual progress toward achieving key expected results and identify accomplishments, delays, challenges, and their impact on the project (the full SOW is attached as Annex 1). In determining ANI's effectiveness, the Evaluation Team has kept in mind that the project is designed to have long-term benefits, some of which may have not been fully realized given that this is a mid-term evaluation and that social and attitudinal change are long-term processes.

The Evaluation Team was tasked with answering a specific set of evaluation questions posed by USAID/Caucasus, as described below (see Section 1.2). The team's approach has emphasized investigation of those evaluation questions, but also researched and analyzed the project's overall progress towards goals and objectives, as well as effectiveness of implementation in general, in order to identify lessons learned and areas for improvement/adjustment in the final year and future. The conclusions reached and suggested recommendations will be used by USAID/Caucasus to: 1) improve ongoing interventions in the area of national integration and tolerance by focusing on the activities that are most meaningful and critical for civic integration in Georgia; and 2) contribute to the design of USAID's next generation of support to the national integration and tolerance.

The intended audience of the evaluation includes USAID, in particular its Democracy and Governance office, as well as UNAG as implementing agency. The results may also be shared with project partners and other local stakeholders, such as the State Ministry of Reintegration, the Public Defender's Office (PDO) and Tolerance Center (TC), Open Society – Georgia Foundation (OSGF), Partners-Georgia (PG), other donors working in the relevant sectors, and interested civil society organizations (CSOs).

1.2 EVALUATION QUESTIONS

The Evaluation Team was asked to answer a number of specific evaluation questions, outlined below. The methods and sources used to research each question are described in the Evaluation Matrix in Annex 2.

Question 1: Effect on Youth Understanding of National Unity and Tolerance

How effective has ANI been in developing a common understanding of national unity among youth? Has developing a common understanding of national unity differed between girls and boys? How effective has ANI been in developing a common understanding of tolerance among youth? Has developing a common understanding of tolerance differed between girls and boys? Effectiveness in this question is to be demonstrated by stakeholders' (primarily youth) perceptions of the activity and whether it has made changes in youth engagement in local activism, levels of tolerance- and integration-related activities and cross-regional collaboration, youth participation in cultural exchanges; and whether any multiplier effects onto families, peers and/or the community are noted by the Evaluation Team.

Question 2: Effectiveness of Collaboration with Host Non-Governmental Organizations (NGOs) for Youth Centers

Has ANI's approach of channeling youth-centered activities through local partners been effective? Effectiveness in this question was defined as whether working with local partners:

- Developed enduring positive connections and attitudes on diversity and tolerance among young people from different regions and backgrounds that participated in partner-led activities;
- Developed local partner civil society capacity in outreach, constituency mobilization, and youth work in diversity and tolerance; and,
- Appears to be on target to achieve sustainability of local civic integration and youth activism by the end of the activity.

Question 3: Effectiveness of Support to the Tolerance Center and Councils on National Minorities and Religions

How effective has ANI been in building the capacity of the Public Defender's Tolerance Center and the Council of National Minorities and Religions to: promote cultural and religious diversity; undertake effective fact-finding on minority-biased rights violations; advocate for minority rights; establish communication with the Government of Georgia (GoG) on these issues; monitor and comment on minority-related state policies, programs and actions; and produce recommendations and advocate for effective solutions to related challenges? In this question, effectiveness is whether ANI's work with Public Defender's TC and the Council of National Minorities and Religions (CNMR) is recognized to have helped these two bodies promoting cultural and religious diversity, minority rights, and communication with government officials by GoG institutions, CSOs, and the public. Effectiveness also means whether ANI's support to these bodies has enabled them to better collaborate with civil society to address problems between citizens and governments.

Question 4: Effect of 2012 Change of Government on Project

How did the change of government that followed the October 2012 elections influence ANI's programmatic effectiveness in supporting the GoG on minority-related issues? Effectiveness is whether ANI was able to adapt its programming and establish core relationships following the elections, in a way that allowed for the project to continue its activities with GoG institutions in a manner consistent with its original objectives. Effectiveness is also whether informants can identify particular aspects of policy influenced by project-supported mechanisms and activities, both before and after the elections.

2.0 PROJECT BACKGROUND

ANI was designed to address a number of development challenges that are pervasive in Georgian society and are particularly problematic in areas of densely settled minority populations. Many in Georgia are not active in civic life and much of the population is isolated in regions far from the political and economic centers of the country. These tendencies are magnified for members of concentrated ethnic minority groups, who face linguistic barriers to inclusion and tend to have close relationships with people of the same ethnicity in neighboring states. Georgian society blends a complex mix of conceptions and practices from traditional Georgian society, the Soviet period, the turmoil of the transition, and the current post-Rose Revolution drive to build state capacity and European integration.

Restoring independence revived some ideas about Georgian nationalism that did not support the inclusion of national minorities, despite the country's diverse population. The Rose Revolution and the development of stronger state institutions and policies have made important progress, but current democratic channels and processes provide few incentives or opportunities for the participation of citizens or their influence in policymaking and implementation. Currently, only 27% of Georgians believe that a typical citizen can influence government decisions.[1]

Ethnic minorities and ethnic Georgians alike often point to Georgian language skills as the main impediment to integration; however, there remain issues around religion, culture, tradition, and stereotypes of groups that inhibit integration. These issues can be better addressed through direct continued interactions, yet, in most regions, there is little contact between ethnic Georgians and ethnic minorities. Information, geographic, and socio-economic challenges are magnified for ethnic minorities concentrated in economically underdeveloped municipalities bordering their titular homelands. In addition, many members of the two largest ethnic groups (ethnic Azeris and Armenians) have connections to people and organizations in Azerbaijan or Armenia.

[1] Georgian National Study, April 26 – May 4, 2011. Baltic Surveys/The Gallup Organization/IRI (USAID-funded), p.107.

The ideas behind civic integration come from Europe and the United States, where societies seek to integrate immigrant minorities into majority traditions and practices. Many members of minority ethnic groups have embraced these ideas; however, people seek assurances that in practice civic integration does not equate to cultural assimilation. They want the government to support minority languages, cultures, and traditions, in addition to supporting integration. While there has been substantial progress by the GoG in the last 10 years, numerous challenges remain to building civic integration and tolerance across the country, among both ethnic Georgians and minorities.

Changes in the perceptions of minority populations in a wide range of areas are also striking. While years ago substantial numbers of ethnic Azeris in Kvemo-Kartli, and even more ethnic Armenians in Javakheti, questioned whether their future was in Georgia, now discussion is dominated by ways to further their futures in Georgia. Minorities need tools and support to become further integrated, as well as support for retaining their own languages, cultures, and traditions. Additionally, the majority requires further awareness of Georgia's diversity and its proper management. Done well, government support for both integration and the interests of the ethnic minorities can come together to support civic integration. With careful attention, majority Georgians and minority groups can understand the differences between integration and assimilation – and become a diverse but integrated country.

It is not expected that ANI can change these long-term structural issues regarding language and integration in just a few years. However, it is important to build on the recent progress that has been made to: 1) institutionalize mechanisms which support civil society in monitoring state policy-making and implementation; 2) increase civil society capacity and engagement; 3) expand networking and coalition-building; and 4) engage citizens from the majority and minorities in activities that promote tolerance and civic integration. Building on these successes increasingly makes it possible for all citizens – particularly ethnic minorities in isolated areas – to be included in national political, economic, and social processes. This support is important to help provide assurance to minorities that they can retain their cultures, languages, and traditions and that integration does not equal assimilation.

Based on the above, the goal of ANI is to strengthen civic integration in Georgia, particularly among ethnic minorities. The project has three objectives:

1. Develop civic integration processes among young people across Georgia through practice and participation
2. Increase public awareness and education on diversity through the media
3. Support mechanisms for interaction between the Government and ethnic minorities

Civic integration was a focus of the Mission's 2006-2010 National Integration and Tolerance in Georgia (NITG) project, which helped the GoG make dramatic progress on these issues. NITG supported the development of the National Concept and Action Plan for Tolerance and Civic Integration (NCAP), an unprecedented effort among post-Soviet states to address issues of minorities, as well as a unique whole-of-government framework for Georgia. That project also supported a new mechanism for civil society monitoring of GoG commitments and plans; diversity management for NGOs and youth, civic education clubs for young people; and television programming on national minorities and integration.

ANI was designed to build on NITG's successes by encouraging youth participation in civic life to build connections between young people and their families – both ethnic minorities and ethnic Georgians – with people outside their communities. The project aims to provide youth with practical experience in civic activism, and help them build connections with other young people and their families in other regions of Georgia.

The project intended to reach a larger audience, beyond direct participants and their families, through television. To that end, ANI planned to support the development of a television show documenting the project's activities. In addition, the project supports the Council of National Minorities (CNM) within TC of the PDO as an important mechanism for interaction between the government and ethnic minorities, a means of monitoring GoG implementation of the NCAP, and a way to manage issues of diversity.

3.0 EVALUATION METHODS AND LIMITATIONS

The evaluation methodology was carefully designed to respond to the four main evaluation questions, and to determine whether ANI has made progress towards its initial objectives and is on track to deliver the expected results. The Evaluation Team collected quantitative and qualitative data from a broad range of stakeholders and beneficiaries to ensure independence of the evaluation process, as well as accuracy and completeness of the subsequent conclusions and recommendations.

The evaluation examined existing data collected by ANI – a baseline conducted in 2012; "entry" data based on 20 questions asked of all youth when they applied to become members of the ANI Youth Centers (YCs); and midline data from a questionnaire sent by UNAG to all members in the summer of 2013. ANI received a response rate of just over 50%, with 1137 youth members completing the self-administered midline survey of 29 questions. Difficulties with the ANI data are detailed in the Evaluation Limitations section.

3.1 QUALITATIVE RESEARCH AND ANALYSIS

The qualitative evaluation began with a critical desk-top review of materials related to ANI, including project quarterly reports and annual work plans, performance management plans (PMPs), project design documents, and communications among partners. The Evaluation Team reviewed a wide range of project-related documentation, such as the 2011 Youth Study, documents from the predecessor NITG project, the 2010 Assessment of Civic Integration of National Minorities, news articles for background information, etc. (for a full list of materials reviewed, see Annex 4).

The Evaluation Team conducted in-depth interviews with USAID and ANI staff, as well as key informant interviews (KIIs) with partners, beneficiaries, and stakeholders such as the TC under the PDO, the State Ministry of Reintegration, the Ministry of Education, Georgian Public Broadcasting, OSGF, PG, European Center for Minority Issues, NGOs hosting project-funded YCs, YC members, and others. In all, 62 KIIs were conducted in Tbilisi and four major cities, between November 19 and December 2, 2013. In addition to meetings in Tbilisi, the Evaluation Team traveled to Kutaisi, Marneuli, Gori and Akhaltsikhe to conduct interviews and focus group discussions (FGD), visit the YCs, and observe youth-focused activities, including those organized around the 16 Days of Activism Against Gender Violence (for a full list of key informants, see Annex 3).

The Evaluation Team retained the services of IT, Research & Metadata Solutions (IRMS), a Georgian firm, to assist in implementing the mini-survey and FGDs. To expand upon the information gained through individual interviews, especially from the point of view of youth beneficiaries, the Evaluation Team conducted four FGDs with YC members in different locations. The goal was to facilitate an open discussion in a non-threatening environment to probe the issues in this evaluation. FGDs covered topics including tolerance, national unity, civic activism, and the project's youth-related activities. FGDs were conducted in the Georgian, Armenian and Azeri languages, depending on the preference of the participants. Participants provided verbal consent at the start of each FGD. Discussions were then recorded, transcribed, translated and coded into NVIVO, a qualitative data analysis software. Questions asked during FGDs are provided in Annex 5.

FGD locations were chosen to capture information from youth who are ethnic Georgians, as well as from the two largest ethnic minorities in Georgia – Armenian and Azeri – who are participating in ANI via YCs in Samtskhe-Javakheti and Kvemo-Kartli. It was also decided to hold a FGD in Tbilisi to get feedback from youth that may be subject to different influences being in the capital, with opportunities to mix with youth of different ethnicities in the Tbilisi universities. The dates of the FGDs were as follows:

- Friday, November 22 in Gori; 7 participants, 5 male and 2 female.
- Friday, November 29 in Tbilisi; 4 participants, all female. One person, male, came later and an in-depth interview was conducted with him.
- Saturday, November 30 in Akhaltsikhe; 9 participants, 1 male and 8 female.
- Sunday, December 1 in Marneuli; 6 participants, 3 male and 3 female.

Participants were selected from member lists provided by the host NGOs, in order to have a representation of men and women and different age groups. Since the data set with contact information provided by UNAG did not include the duration of membership in the YC, the Evaluation Team could not consider that criteria in choosing youth for the FGDs. In some cases, problems with participant contact information (phone not turned on, or changed number) required the Evaluation Team to substitute and invite someone else to the FGD.

3.2 QUANTITATIVE RESEARCH AND ANALYSIS

The Evaluation Team conducted one mini-survey among members of the 13 YCs supported by the project. UNAG provided the Evaluation Team with contact lists of YC members and, after examining the mix of ethnicities (Georgian, Armenian, and Azeri) and gender among the youth, the Evaluation Team decided to draw a random sample of 160 respondents proportional to their distribution among the members.[2]

It was decided to do a pre-test of the questionnaire with 15 YC members: 4 Armenian, 4 Azeri, and 7 Georgian, with one individual of each ethnicity drawn from the Tbilisi YC. The pre-test was conducted over the phone on November 23-24, with all contacted youth agreeing to do the survey. The team included a short introduction to the project at the start of the survey followed by assurances of confidentiality of responses and notification that the youth had the right to not answer specific questions if they were uncomfortable providing an answer, and even to end the survey without completion if desired.

Two issues were revealed by the pre-test. First, for the younger participants (sometimes not very active in the YC and with less years of education) the term "ethnic minority" was difficult to understand. The Evaluation Team decided to include a definition which could be used if needed. Second, the Evaluation Team received some unclear responses to the prompt of defining civic activism. However, the Team decided to not provide a menu of options and definitions for this term, because it wanted to check the youth understanding of the term since increasing awareness and building civic activism is one of the key objectives of ANI (see Annex 6 for the final mini-survey questions).

Survey data was collected over the course of eight days from November 29 through December 8, 2013 using computer-assisted telephone interviews (CATI). CATI was used since some contact information included only telephone numbers and no email addresses, and obtaining email addresses was not efficient. Even though the availability of the internet is widespread, not all youths have regular access, while practically all can be reached either via a land line or on their cell phone.

A special data-entry system was pre-programmed and included rules and controls in line with the questionnaire's logical flow. The data was exported and processed using SPSS software, and checked for invalid and missing data. Open-ended questions were recorded and standardized. To obtain a target of 160 responses, a slightly larger sample was identified in case of problems with phone numbers. The final sample includes 166 respondents, thus providing us with a response rate of 100%. The results from this survey are referred to in this report as the Youth Mini-Survey. The demographic composition of the respondents is provided in Figure 1 below.

After finalization in English, the survey instrument was translated into Georgian, Armenian and Azeri languages.

Figure 1: Demographic Composition of Youth Mini-Survey Respondents (percent)

Distribution across ANI Youth Centers			
Tbilisi	4.8	Akhalkalaki	4.8
Batumi	7.8	Dmanisi	3.6
Gardabani	7.2	Gori	11.4
Kutaisi	16.3	Marneuli	4.8
Ninotsminda	10.2	Ozurgeti	4.8
Telavi	9.0	Zugdidi	7.2
Akhaltsikhe	7.8		
Gender			
Male	37.3	Female	62.7

[2] In the proposal, ME&A had specified a range of sample sizes with different levels of confidence regarding how representative it would be of the population. Due to budget and time constraints in conducting the evaluation, it was suggested that a sample of 160, with a confidence level of 65% be used for the mini-survey.

Type of settlement			
Urban	93.4	Rural	6.6
Ethnicity			
Georgian	73.5	Armenian	16.3
Azeri	9.0	Other	1.2

3.3 EVALUATION LIMITATIONS

The Evaluation Team encountered a few limitations during its fieldwork in Georgia. Some of the most relevant limitations are listed below:

Biases in data collection methodologies. To identify key stakeholders and project beneficiaries, the Evaluation Team relied to some extent on assistance from staff from USAID, UNAG and ANI partner organizations. Although this led to some risk of selection bias, the Evaluation Team made concerted efforts to balance the list of informants with those identified through other sources, and to use random selection methods for FGD and the mini-survey.

Limited monitoring data. Because ANI has only been tracking output indicators, and baseline figures only were available for the two PMP-level indicators, it was not possible for the Evaluation Team to rely on project monitoring data to assess progress towards results. Preliminary analysis of the ANI-conducted entry and midline survey of YC members was obtained from UNAG at the end of the data collection process, and was of some use during report preparation. Additionally, the midline raw data shared with the Evaluation Team had several problems associated with it, including: 1) lack of double data-entry resulting in several numeric codes that were not possible responses; and 2) missing data with no explanation – skip pattern, not applicable, don't know, or refused to answer. The team has not received and therefore cannot comment on the quality of the entry data. Results reported from the ANI midline and entry survey data should therefore only be considered as indicative and not precise.

Baseline data not comparable. The Evaluation Team originally planned to use questions and data from the youth survey conducted by ANI in Dec 2011-Jan 2012 as a baseline for design and analysis of the evaluation mini-survey. However, analysis of the report and discussions with UNAG revealed several problems with the data that prevent it from being used as a baseline. These problems include: 1) the original survey was confined to urban areas; 2) the number of children chosen for the baseline survey within the age group 15-19 was proportional to the total within that age-group for the city, however, the data are not representative of the city since they were not randomly selected; 3) a snowball method was used for selecting respondents where one family suggested another family that had youth within the correct age group.

Recall bias. Since a number of questions raised during the interviews dealt with issues that took place in the past, *recall* bias cannot be excluded. Some respondents found it difficult to accurately compare situations before and after the project, especially those that were involved in the predecessor NITG project implemented by UNAG.

Halo bias. There is a known tendency among respondents to under-report socially undesirable answers and alter their responses to approximate what they perceive as the social norm (*halo* bias). The extent to which respondents were prepared to reveal their true opinions may also have varied for some questions that called upon respondents to assess the performance of their colleagues or people on whom they depend upon for the provision of services (especially in the case of partner NGOs, YC members and TC staff).

Time allotted for evaluation. The Team Leader was in-country for three weeks, while the Evaluation Expert was there for only six days. The project's components and activities are diverse, with numerous counterparts in the government and civil society, and beneficiaries in far-flung regions of the country. The scope of the evaluation narrowed some of the questions and mitigated some of this limitation. Narrowing the scope also meant that some of ANI's activities were not emphasized in the enquiry of the evaluation.

4.0 FINDINGS, CONCLUSIONS AND RECOMMENDATIONS

4.1 QUESTION 1: EFFECT ON YOUTH UNDERSTANDING OF NATIONAL UNITY AND TOLERANCE

4.1.1 Findings

Key Findings: Overall, ANI had a positive effect on the understanding of national unity, integration and tolerance among youth participating in the project. Those youth have become more engaged in their communities and more open to interaction with others from different backgrounds or situations, and developed other important social and life skills through training, organization of events, and especially via participation in camps and exchanges. Youth in urban areas have been most involved in the youth-focused activities, and girls have been much more active than boys to date. Although there is evidence of increased tolerance, youth beneficiaries maintain resistance to inter-religious marriage. Civic activism is still not well understood by participants.

The major focus of ANI is on youth, who were identified in the project SOW as a primary target group. Based on a pilot experience in two locations towards the end of the NITG project, it was decided to include a set of activities that would encourage youth participation in civic life and build connections between young people and their families that otherwise have little contact with people outside their communities and remain relatively inactive in society. The youth component focuses on both ethnic minorities and ethnic Georgians.

Activities

All ANI youth-related activities are targeted towards promoting civic values and activism among young generations of Georgians across geographic and ethnic boundaries. Through learning and practice, ANI aims to provide youth participants with the opportunity to grow into tolerant, socially responsible, and aware citizens, who think critically and are actively engaged in their community lives. Major activities conducted within the youth component include:

- Training NGOs and individuals on civic engagement, diversity management, and methodologies for working with youth.
- YCs that conduct small-scale activities to stimulate activism, civic engagement, and diversity management.
- Summer and winter "schools" to integrate young people from across Georgia through seminars and practical work in various thematic areas.
- Youth exchanges to build personal connections between young people and families from different regions.
- Twinning programs to build ties between different YCs as they work on joint activities.
- Youth-led awareness raising activities, community projects and local advocacy initiatives.
- Peer education and outreach activities by YC members.
- Social media activities to link YC, camp, and exchange participants.

Youth participating in FGDs were asked which YC activity they found most useful, and which activity contributed to changing their life or the way they think. While there was a wide range of answers, most found YC-organized trainings to be very useful and said that they now use the knowledge and skills acquired in their everyday life.

> *-"Training of psychology was useful for me. I learned what each word could do, how to speak with people. I was always very carefully saying something but after the training I know exactly how to speak with people not to offend them." (Armenian)*
>
> *-"I attended diversity training. I learned a lot there, things like difference between nationalities, religion also, for instance people with limited abilities they differ also. I've learned that you shouldn't laugh at someone, difference between each other makes us more richer. So we shouldn't offend each other." (Armenian)*

-"I want to underline summer school. I already had an experience of doing presentations and teamwork, but there I learned very many details. I used this experience in my academic courses and I get the highest scores in presentations." (Georgian)
-"I can't distinguish, because every activity gave us different knowledge, we've obtained different skills…Everything was useful, but for me more important was to get over my complexes. From this point of view I can distinguish Model United Nations and I am proud to participate in this project because I learned how to defeat my fear and complexes." (Georgian)

The approach of the project has been to promote learning by doing among youth beneficiaries, and to mobilize youth to engage in their communities through activities without any political connotations. The YCs, coordinators and activities are highly valued by the members that participated in interviews and FGDs who reported that both planning and implementation are highly participatory. Parents and community leaders are also positive and supportive of the YCs and their activities in most cases, though they did not appear to be highly engaged.

According to project reports and informants, one prominent category of YC activity has been centered around the celebration of various "international days" related to global issues, including Day of the Child and International Tolerance Day, as well as other days that are less obviously linked to project objectives. Youth members report that they are heavily involved in planning these activities, including research of the topic and preparation of presentations, as well as the implementation on the day in question. Other types of awareness-raising, such as public actions to discourage smoking, and charity activities such as visits to orphanages, have also been a significant focus of YC members. The wide variety of short-term activities (most are implemented for one day only, though planning takes longer) is largely a function of the shifting interests of the youth themselves, according to UNAG and host NGOs.

KIIs and FGD participants, including YC members, consider that youth involved in Center activities have changed in various positive ways: they are more active in the community than before, are more communicative, have better social skills, show more empathy, and have more friends from different backgrounds/societal groups. These trends were particularly noted among the most active YC members, who were reported by the visited host NGOs to number between 40 and 70 per Center.

UNAG's entry and midline surveys lend support to the assertion that YC members have become more active, as can be seen below in Figures 2 and 3. In several regions, the average change reported by participants after at least 10 months of YC involvement was more than a full point on the ten-point scale. The average of all respondents moved from 6.89 to 7.68.

Figure 2: How active do you think you are? (entry)

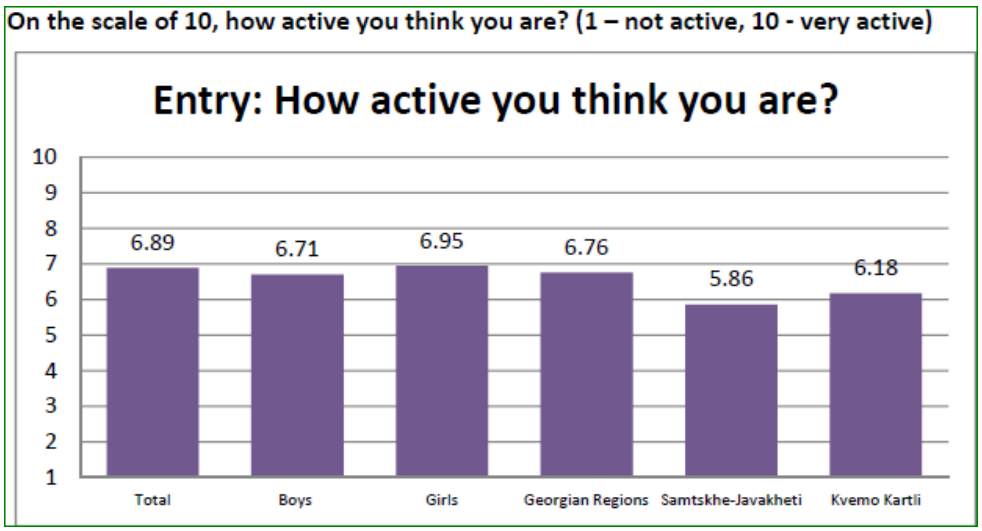
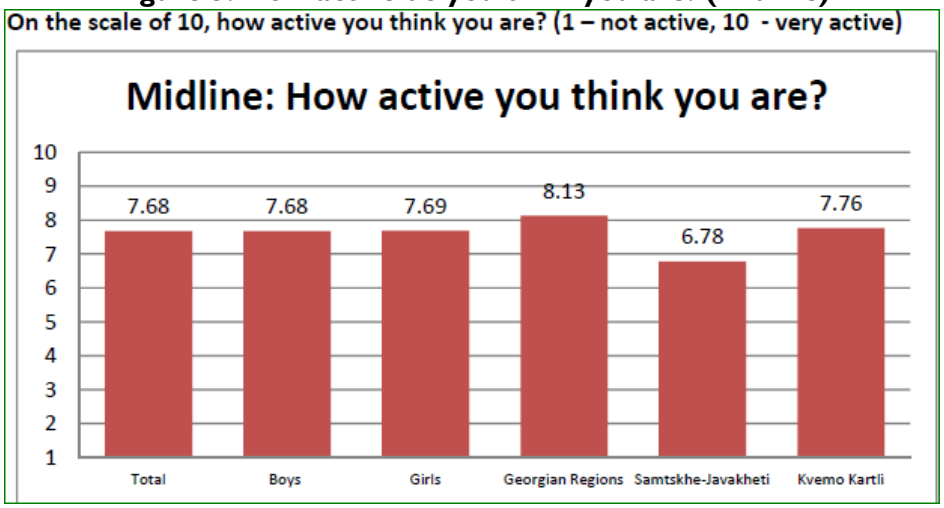


Figure 3: How active do you think you are? (midline)



Most YCs have undertaken regular activities in villages surrounding their city, and made efforts to draw in rural youth as members. However, YC members living in cities have been the most active, according to YC coordinators and members. Transport has proven to be a major obstacle to regular engagement by rural youth, since public minibuses do not run regularly in most areas, and time is very constrained outside of school hours. The financial resources allocated to YCs were not sufficient to cover the cost of private transport except for special events from time to time.

Comments from KIIs and FGDs on cross-cultural exchange activities such as summer schools and inter-city exchange visits are uniformly positive. Participants from all four visited regions indicate that these activities have made them more aware of other ethnic groups, more open, and less inclined to stereotype. Participants say that they made friends from other ethnic and religious backgrounds, some for the first time, and have maintained contact online with many of their new contacts.

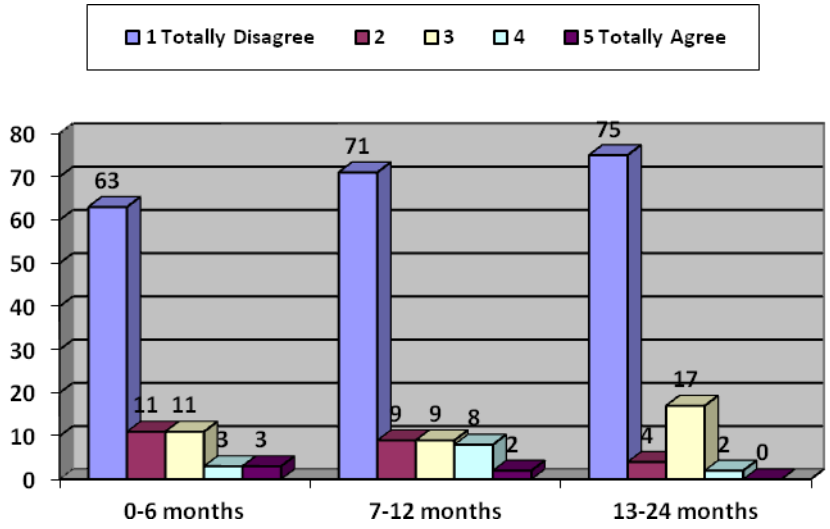
Tolerance

The evaluation found that most YC members who participated in FGDs and KIIs demonstrated a shared general understanding of the term "tolerance," which could be summed up as follows: "Tolerance means having respect for people from other nationalities, religion and sexual orientation, and accepting them as ordinary members of society. The most important is to be a human." Individual participant responses included:

> *-"Tolerance means friendship and also it means to respect each other." (Azeri)*
> *-"Tolerance is friendship, it means – reconciliation, and not to think like he/she is Armenian/Georgian and you must not talk with him/her. We all are humans, tolerance is the unity of all of us." (Azeri)*
> *-"Everything was mentioned what I wanted to say respect of other nationalities, religion and sexual orientation." (Armenian)*
> *-"Before I have not respect for other religions, or different color people, now I have a lot of friends; we are open, out of religion and talking about all topics." (Georgian)*
> *-"My definition of tolerance is that you should respect different people, different ethnic and sexual minorities, and accept them as an ordinary member of society." (Georgian)*

The youth mini-survey conducted by the Evaluation Team corroborates the finding that increased duration of membership in the YC increases youth tolerance. When asked if they agreed with the statement "it is hard to imagine a friendship between people of different religions," the percent of youth who "totally disagree" increases as the duration of membership in the YC increases. Thus, 63% of youth who have been members for 0 to 6 months "totally disagree" with this statement, with the corresponding figure being 71% for those with 7 to 12 months of membership and 75% for those with 13 to 24 months.

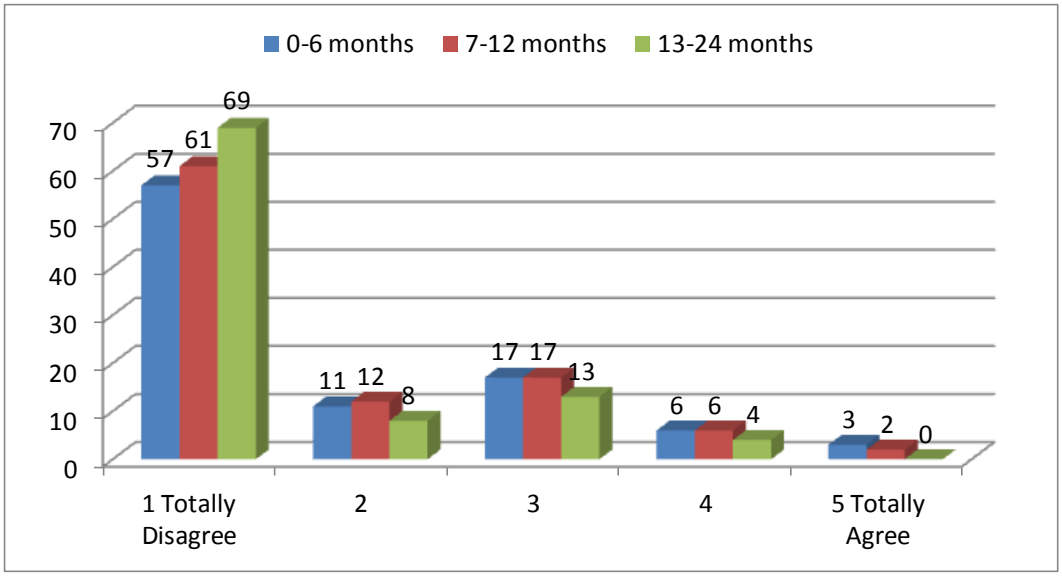
Figure 4: It is Hard to Imagine Friendship between People of Different Religions



Note: Chi-square is not statistically significant at the 95 percent confidence level. Thus we cannot conclude that the duration of membership causes a difference in the response at the 95 percent confidence level.

Similarly, Figure 5 below shows that when asked if they agree or disagree with the statement "people of different religions cannot understand each other," the majority of the youth mini-survey respondents stated that they "totally disagree." The percent stating that they "totally disagree" also increases as duration of membership in the YC increases. Of those who have been members 0 to 6 months, 57% "totally disagree," while the corresponding figure for those who have been members for 7 to 12 months is 61%, and for 13 to 24 months, 69%.

Figure 5: People of Different Religions Cannot Understand Each Other

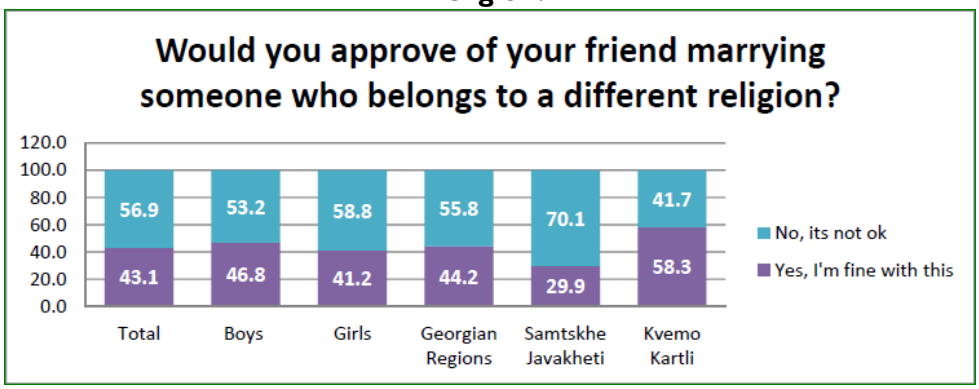


Note: Chi-square is not statistically significant at the 95 percent confidence level. Thus we cannot conclude that the duration of membership causes a difference in the response at the 95 percent confidence level.

There was no noticeable variation between male and female participants in FGDs and KIIs when discussing the meaning and importance of tolerance. In the UNAG-conducted midline survey of YC members, on average, girls assessed themselves as being slightly more tolerant than boys towards other religions and ethnic groups, on a 1-10 scale.

In spite of the above-described trends, there still appear to be limits to tolerance and acceptance of complete integration with those of different ethnicity, and especially of different religion, since data from the UNAG surveys show broad resistance to the idea of marriage between persons of different religions, even among YC members with more than 10 months of involvement (see Figure 6 below). As one FGD participant commented: "we can be friends to each other, but marriage is quite difficult..."

Figure 6: Would you approve of your friend marrying someone who belongs to a different religion?



National Unity and Integration

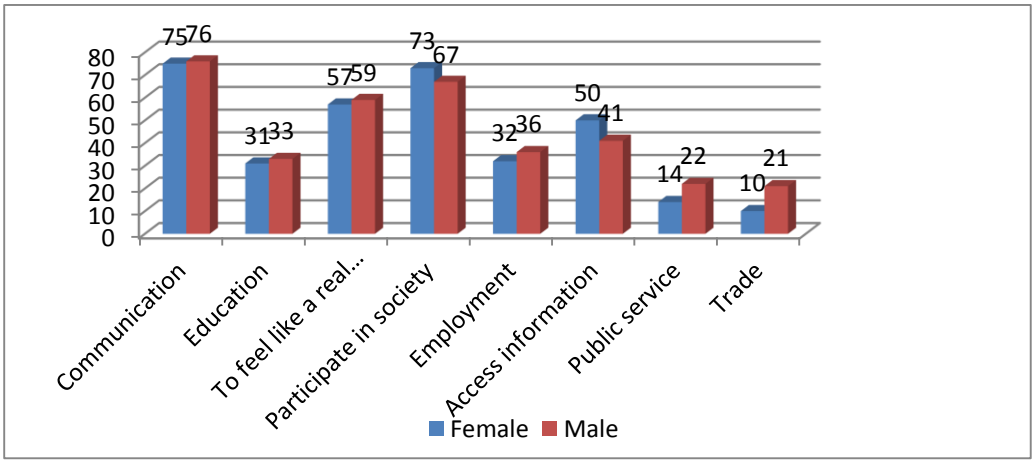
National unity/integration was more difficult for YC members to explain, with more variation in answers, especially in Tbilisi. Interestingly, in Marneuli, the concept was apparently interpreted by at least two YC members as referring to unity among people of Azeri descent, rather than unity among the citizens of Georgia (see box at right).

> The following exchange took place during the FGD of YC members in Marneuli:
>
> Youth 1: *For strengthening national unity more Azeri youth should be involved*
>
> Youth 2: *Why only Azeri, what about others with different nationality?*
>
> Youth 3: *But you're saying about national unity*
>
> Youth 4: *This is not about country, but unity of the people*

On a 1-10 scale, YC members surveyed by UNAG showed an average increase of .39 points between the time of joining the YC and September 2013, when asked if they agreed that diversity strengthens the country (1- meaning no, it undermines the nation; 10 - meaning yes, it is a benefit to the nation).

The youth mini-survey shows that respondents place a high value on knowing the Georgian language; 96.4% agreed that every citizen must have knowledge of Georgian. In Figure 7, a similar percent of males and females can be seen responding that it is important for ethnic minorities to know the Georgian language for "communication," "education," "to feel like a real citizen of Georgia," and for "employment." However, there are some differences between males and females regarding the importance of ethnic minorities to know the Georgian language to "participate in society," "access information," "public service" and "trade."

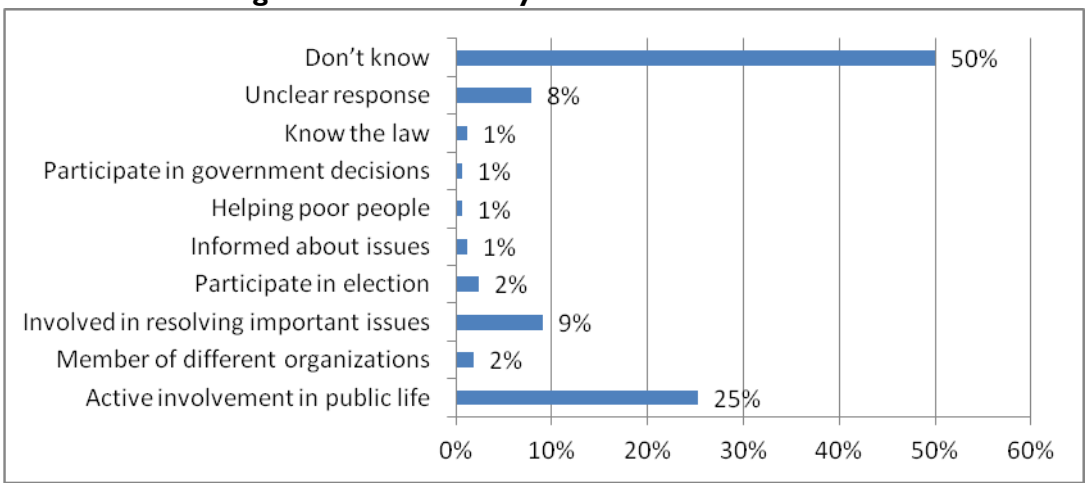
Figure 7: Why is it important for Ethnic minorities to know the Georgian language?



Civic Activism

Civic activism is generally understood by interviewed informants (within and outside of YCs) to mean civic engagement or activity, which has been the focus of YC to date. Surveyed members of YCs are unclear about what civic activism means. When asked to define civic activism, 50% of the youth in the mini-survey said "don't know," 25% said "active involvement in public life," 9% said "be involved in resolving important issues," and another 8% gave responses that we had to label as "unclear" (see Figure 8 below).

Figure 8: How would you define civic activism?



FGDs with youth also revealed a wide variety of definitions on civic activism, including civic engagement/involvement, helping others, solving problems in the community, and engaging with the government to improve development in the community. Interestingly, ideas on true civic activism or proactive engagement with the community and government to solve specific issues came primarily from ethnic Armenian and Tbilisi-based discussants.

Some YCs are regularly engaging in activities that aim to resolve community problems (notably in Ozurgeti), some are confining the involvement of youth to a sort of messenger to transmit information between communities and local government (such as Akhaltsikhe), while other YCs have yet to get involved in any meaningful way in activism. ANI has taken a flexible approach to the promotion of activism/advocacy by YCs, based largely on the capacity, local context and familiarity of each host NGO with this kind of work. UNAG has, to date, not insisted that individual YCs prioritize activism, as they are wary of youth getting involved in what may be perceived as political activity, and are concerned that asking for funds from local governments may expose youth to corruption or nepotism.

Gender Equality

Overall there is a serious gender imbalance in membership in the YCs, with girls outnumbering boys by about 2:1. That pattern has manifested itself since the early days of the YCs, with the most common explanation offered by informants being a vague assertion that in Georgia "girls are more active." YC managers and members assert that girls are not only greater in number, but also more consistently active in the various initiatives supported by the YCs. The youth mini-survey generated information that the conversational topics of boys and girls involved in the YCs are quite different.

In Figure 9 below we see that a similar percent of males and females spend "a lot" of their time talking about "democracy;" however more females than males spend "a lot" of their time talking about "human rights," "environment," "politics," "religious minorities," "gender rights," and "sexual minorities." The topics where many more males than females tend to focus their conversation are "sports" (76% versus 32%) and "fun plans" (76% to 63%).

Figure 9: How frequently do you discuss the following issues with your friends? (percent)

Issue	Female	Male
Human rights	74	61
Democracy	59	58
Environment	62	58
Sports	32	76
Fun plans	63	76
Politics	35	27

Issue	Female	Male
Religious minorities	48	36
Gender rights	65	47
Ethnic minorities	43	47
Sexual minorities	35	32

Multiplier Effects

The scope of the evaluation did not allow for any comprehensive investigation of multiplier effects of youth-related activities on those beyond YC members. There was, however, evidence that peer education activities had generated interest among beneficiaries, some of whom later joined the YC. In FGDs, YC members had mixed ideas on whether they have different opinions from their parents and peers, and if they can influence them. Most felt sharp differences between themselves and their parents/peers, citing reasons such as differences across generations, peers being passive, and a common feeling that participation will not make a difference.

> *-"There was such thing like gender equality, we were celebrating it and there was training devoted to the subject. When I mentioned about this at home, my father laughed about the gender equality. They are different generation, they can't understand it." (Armenian)*
> *-"Not only the parents, but also others, like friends, think that their participation can't change anything." (Tbilisi)*
> *-"I have never discussed this issue at home. My father asks what I am doing there and I can't give him clear answer, so he wonders whether I need to attend the club at all." (Armenian)*
> *-"Family has a great impact on others, many families do not allow their children to join us." (Azeri)*

However, in FGDs and KIIs, there were various cases where YC members felt that their opinions were the same as their parents, and had been so before their involvement in the YC.

> *-"My mother and my father taught me before coming to this center that I should respect all nationalities, should not look on differences. We all think alike." (Armenian)*
> *-"…what we know, we know it from our parents, so they teach you how to think from childhood, so we are on the same page. It means that our opinions should be the same." (Tbilisi)*

Self-Confidence

The youth mini-survey showed that YC members generally had high levels of self-confidence and belief in their own ability to solve problems and achieve their goals, except when facing unexpected or unforeseen events, as shown in Figure 10 below. These findings corroborated the views of KIIs, many of whom remarked on the increased self-confidence and communication skills of YC members.

Figure 10: Statements of Self-Efficacy; Percent Answering "Exactly True"

Statement	Exactly True
I can always manage to solve my problems if I try hard enough	65.1
If someone opposes me, I can find the means and ways to get what I want	61.4
I am certain I can accomplish my goals	68.1
I am confident that I can deal effectively with unexpected events	38.6
Thanks to my resourcefulness, I can handle unforeseen events	34.3
I can remain calm when facing difficulties, because I can rely on my coping abilities	39.2
When I am confronted with a problem, I can find several solutions	62.7
If I am in trouble, I can think of a good solution	45.8
I can handle whatever comes my way	22.9

4.1.2 Conclusions

Key Conclusions: ANI has increased the level of engagement by targeted youth in their communities, largely via the organization of non-controversial awareness-raising and educational activities. By working together with youth from different backgrounds (ethnicity, religion, etc.) on such activities, and by linking youth from different parts of the country, demonstrable changes in attitudes and self-confidence have been achieved. Direct personal contact has been a key factor in breaking down stereotypes and prejudices. However, the numbers of youth reached by the project are still limited, largely due to resource constraints. Understanding of tolerance appears widespread among targeted youth, but national unity is still less well understood.

The youth-related activities organized by ANI have generated a high level of enthusiasm and energy among participants – in particular, trainings on various topics and summer schools are widely appreciated. While no conclusions can be drawn about the overall population of youth in Georgia, the project has had a measurable effect on the attitudes of YC members and their level of civic engagement – largely in the form of awareness raising, volunteering, and organizing special events or charity work. The learning by doing approach has proven effective in mobilizing youth to contribute to society. The UNAG survey showed a significant increase in a self-assessed level of activity among members who had been involved in the YC for at least 10 months, with boys indicating a slightly greater change than girls.

The significant emphasis by YCs on awareness-raising about non-controversial issues, including the celebration of a wide range of "international days," has served as a useful first step for youth members to learn about global issues that also affect their communities, how to plan events and make presentations, appreciate the problems that other people face, and gain self-confidence. They have also served to generate public recognition for the youth's efforts. Importantly, these activities have brought together youth from diverse backgrounds and situations to work on activities of shared interest – in some cases, uniting them physically, and in other cases, via the Internet.

Therefore, these activities have served several purposes that advance the objectives of the project, and the effects can be seen on the youth who have been actively involved. However, the older and more experienced youth members are now ready to move on to more serious engagement in issues that are directly affecting their communities, and to work on problems in a more focused way that will lead to tangible results. A move in the direction of concerted action by youth as compared to awareness-raising on diverse topics is appropriate at this stage in the project.

ANI was not designed or funded to include rural populations in a comprehensive manner, which has meant that those living in cities and major towns – who have more chance to interact with wider society and are generally surrounded by a more heterogeneous population – have benefited to a much greater extent than those residing in villages. Although it could be argued that the project was thus aiming at the "easy targets," the Evaluation Team considers that this was an appropriate strategy for the first major USAID project to promote youth engagement and tolerance/integration across the country. Now that positive results have been demonstrated in cities and substantial lessons have been learned, there should be an increased focus on the needs of rural youth.

Direct personal contact of participants with people from other societal groups seems to have had the greatest effect on individual level in terms of enhancing tolerance and breaking down barriers.[3] However, participant numbers in opportunities such as summer schools and exchange visits have been very limited – of the YC members surveyed by UNAG, only 5% of those active in the YC for at least 10 months had attended summer school, and 4% had participated in an exchange visit. This is due to budgetary constraints, which have meant that only the "best of the best" youth have been included. Exchange visits are generally more cost-effective, since accommodation is with host families, which has the additional benefit of exposing youth to family life and adults in a community that is very different from their own.

Understanding of the concept and importance of tolerance appears to be widespread among youth directly benefiting from ANI, although national unity is less well understood among them. Participation in the Project has clearly enhanced self-assessed levels of tolerance and increased acceptance of people of other backgrounds among YC members – with the greatest impact on those who have been involved for more than six months. However, tolerance still does not extend to acceptance of marriage between persons who profess different religions, indicating that there remains work to be done in breaking down barriers along religious lines.

Civic activism is not a familiar concept to many YC members, and youth engagement in activism/advocacy has been highly variable among YCs. Each host NGO has so far been allowed to take a different path, based on their specific situation, and some of the YCs have achieved notable successes. There is excellent potential for building on those successes and taking activism work to the next level in the coming year. However, some host NGOs have little or no experience in this type of activity, and would benefit from

[3] Note: the UNAG midline survey data seems to show "better" results for summer school participants on several indicators of active engagement in society and support for diversity. However, since participants are selected on the basis of their very active participation in the YCs, such results cannot be considered as evidence of the impact of the summer school itself.

training and hands-on mentoring as they move forward in this direction. UNAG indicates that it has plans to support all YCs to engage in more activism in the final year of the project, though they have legitimate concerns about how youth will engage with other stakeholders, notably in local government.

Girls are dominating the YCs in terms of numbers and are often the most active members; attracting and engaging boys has proven more difficult for most YCs. This did not seem to surprise any of the key informants, nor the project implementers; what is surprising, however, is that ANI staff and partners did not seem to have recognized this as an issue that should be addressed, either proactively or reactively. Rather, informants who were asked about gender issues (as well as ANI progress reports) repeatedly mentioned the concern about girls either not joining or dropping out of the YCs in Kvemo Kartli – but even in that region they are now outstripping their male counterparts. In reality, the problem facing ANI is the inability to attract more than a few boys and young men as members. If boys of the targeted ages are, as people assert, "less active," then they should certainly be a priority target for the project, which has the fundamental aim of getting youth more engaged in their communities and society. More creative strategies are required in order to tackle the obstacles to participation of young males in their communities.

4.1.3 Recommendations

1. **Support all YCs to engage more in the identification and resolution of issues affecting their communities,** with an emphasis on both duties and responsibilities of citizens, collaboration with local authorities, and engagement of the wider population (especially adults). Older YC members should take the lead in such sustained initiatives in order to provide more stability and maturity in dealing with other stakeholders. To provide a solid cross-cutting foundation for effective initiatives by YCs and minimize risks, UNAG should consult with host NGOs and prepare a clear set of basic guidelines for all YC activism. The experience of the Applied Civic Education and Teacher Training (ACETT) project-supported civics clubs in this area should also be taken into account. Support to YCs should also include training and mentoring, especially for inexperienced host NGOs, to ensure that actions are well-planned and supervised, and to minimize allegations of youth becoming political.
2. **Study the experience of the Gori YC in establishing sub-clubs in villages, as the basis for a common strategy for rural outreach by ANI** (and future programming), then work with other YCs to adapt the strategy as needed – including through collaboration with ACETT, schools and other projects in each area. For design of future projects, take into account the cost of engagement with youth in rural areas, since public transport is not suitable in many areas to allow for involvement in extra-curricular activities in nearby towns.
3. **Develop a clear strategy for addressing the imbalance between girls and boys in the membership of YCs** by getting more boys involved in YC-run activities as a first step – including through sporting events linked with project themes, to take advantage of boys' demonstrated interest in sports. Once exposed to the activities in a "fun" way such as a concert or soccer match, their interest in other activities may well be sparked. Since this is reportedly a challenge that affects other youth-related projects in Georgia, UNAG should investigate whether methods used by other organizations have proven effective, and USAID should take these lessons into account in the design of future projects.
4. **Explore ways of increasing the reach of activities that allow for youth to interact on an intensive level with people from other cultures/religions/regions**, such as the exchange visits and summer school. Focus more on exchange visits, but also look into lower cost options for summer schools, including collaboration with other projects and government agencies that organize summer camps. Carefully consider the targeting of such opportunities since numbers will always be limited by the available funds; options include a mixture of active members and those who show potential but are still fairly passive, urban and rural residents, etc.
5. **During the final year, work to put in place a system/network whereby YC "graduates" and youth being trained as diversity facilitators will be able to channel their skills and knowledge in strategic ways** after the project ends. Their role could be especially important in future outreach to untouched youth in vulnerable or remote areas. It will be important to come up with ways of linking those youth change agents with other stakeholders in government and otherwise, so that they are not working in isolation. Note: UNAG is working towards this already with diversity facilitators' group.

4.2 QUESTION 2: EFFECTIVENESS OF COLLABORATION WITH HOST NGOS FOR YOUTH ACTIVITIES

Has ANI's approach of channeling youth-centered activities through local partners been effective?
Effectiveness in this question was defined as whether working with local partners:

- *Developed enduring positive connections and attitudes on diversity and tolerance among young people from different regions and backgrounds that participated in partner-led activities;*
- *Developed local partner civil society capacity in outreach, constituency mobilization, and youth work in diversity and tolerance; and,*
- *Appears to be on target to achieve sustainability of local civic integration and youth activism by the end of the activity.*

4.2.1 Findings

Key Findings: Due to the diverse contexts targeted by ANI, there was significant variation among the 11 host NGOs in terms of experience, resources and capacity. UNAG has adopted a flexible attitude to accommodate the reality of each partner, although the same funding and training support was provided to all. In general, host NGOs have been able to implement required activities and meet basic targets, though little capacity building support was provided (based on ANI design). However, some have had difficulties in project management, networking and reporting, and none could point to any concrete plans for sustainability.

In order to support implementation of the youth-related activities that constituted the most significant part of the project, UNAG selected NGOs based in or near the targeted cities and towns to serve as coordinators of those activities on the local level and hosts of the ANI YCs. There are currently 11 "host NGOs" for 13 YCs; in two cases, a single NGO is covering two cities. In order to identify the host NGOs, ANI's staff first undertook research to identify the most relevant NGOs in each targeted region and make a general assessment of the strengths and weaknesses of those NGOs. The next step was to solicit proposals from the NGOs that had been identified; ANI host NGOs were selected from among 31 proposals and Memoranda of Understanding (MoU) were developed to describe the conditions of cooperation with the project.

Grants of approximately $25,000 per year have been awarded to each of those NGOs in order to fund the establishment and operation of the YCs, including staffing and most activities. Most YCs were launched by the NGOs in the first half of 2012, though the university-based center in Tbilisi was started later.

According to UNAG staff, the small number and range of active CSOs in some locations made it difficult to identify NGOs with suitable levels of experience and capacity to serve as hosts for the YCs. The limited budget for support of YCs meant that host NGOs had to have space already available that could be used by youth for activities and meetings, which further constrained the choices. As a result, UNAG had to be flexible in its requirements, and was not able to select NGOs with substantive youth project experience in some locations. Differences among the contexts targeted by the youth component (size of community, ethnic mix, etc.) also contributed to the significant amount of diversity that was observed among the 11 host NGOs.

It was found from site visits and interviews in the field that some of the host NGOs are entirely youth-focused, such as the Marneuli YC, while others have missions that only target youth as part of another societal group, such as the Gori Center for Disabled People. In addition, some host NGOs are long-established and well-funded, while others are relatively young and surviving from grant to grant. This variation of experience and focus has contributed to some differences in the approaches taken and activities promoted by individual YCs. For example, reports show that some YCs have actively engaged in community activism and advocacy initiatives, while others have yet to take that step and have kept the focus on civic engagement – one host NGO mentioned the fear of youth being involved in politics as a factor.

UNAG reported that it had encouraged host NGOs to capitalize on connections and expertise that were specific to their organizational niche, whether related to disabled people, internally displaced persons (IDPs), residents of remote areas, or other target populations. Host NGOs have thus been able to include substantial numbers of disadvantaged or marginalized youth as members in the YCs; the most recent figures indicate that over 40% of all members are "socially disadvantaged," which has been defined quite

broadly as belonging to a religious minority (which means that most ethnic minority members are included), disabled, orphaned, displaced, or in conflict with the law.

In spite of the diversity of contexts, resources and organizational capacities, project documentation indicates that the same funding and training support was provided to all host NGOs. UNAG staff explained that the standard funding amount was primarily due to the competitive solicitation mechanism used to select host NGOs. The overall operational strategy for YCs and youth-related activities has been defined centrally by ANI staff, including certain annual targets for all YCs to achieve in terms of membership and types of activities. The Centers have similar structures, including different thematic sub-clubs for different topics, such as human rights, healthy lifestyle, environment, gender, and other specific areas selected by members.

The Evaluation Team visited five YCs run by NGOs, interviewed a combination of NGO staff, YC members, and various community stakeholders from six targeted cities, observed several YC-organized activities, and hosted FGDs with YC members in four locations. The Team found that the visited host NGOs were generally well-known in their communities and considered competent and credible organizations. Informants mentioned several examples where initial parental reluctance to allow their children to participate had been overcome through diplomatic and patient dialogue. In some cases, on the other hand, there was evidence that host organizations had weak links and even conflictive relationships with other prominent NGOs in the same community. In two cases, informants mentioned confusion between ANI-funded activities/host NGO and other existing groups – for example, there are two "Marneuli Youth Centers," and an "Akhaltsikhe Youth Center" that runs the ACETT program but is not linked with ANI.

Based on the level of activities described by informants and in UNAG reports, all host NGOs are maintaining a regular schedule of activities for members. YC members did not mention any difficulties with the NGO management of YCs, and commonly stated that the relationship between members and the NGO staff was participatory and friendly. No serious problems have emerged with host NGO YC implementation in any location; however, it was found that the language barrier between Georgian-speaking YC members and other members who are not comfortable communicating in Georgian is posing difficulties for some YCs in areas of mixed ethnicity.

In Marneuli in particular, interviews and observations generated evidence that the YC is primarily focused on Azeri participants and others who can speak Russian or Azeri, and most activities are conducted in one of those languages. They have found it difficult to be inclusive of ethnic Georgians, who constitute a minority in that municipality, since most of their members do not speak Georgian. Because the host NGO also faced general difficulties in mobilizing the area's youth, including resistance to the involvement of girls, UNAG has supported them in focusing on the Azeri population for the time being.

Lower levels of organizational capacity in some host NGOs have made it harder for them to organize activities with youth, network effectively, report clearly on their progress and work strategically towards the project's goals, according to ANI staff. Project staff supported them, but their time for direct contact was limited, since only two staff members supported by the Deputy Chief of Party (DCOP) were focused on the youth component. Formal training offered by the project has been limited to a couple of events in 2012 that targeted all host NGOs – an orientation workshop and volunteer management training by PG, both in 2012. In addition, hands-on financial management training has been provided to key NGO staff by UNAG's finance manager, and brief program management training by the DCOP. Although training in diversity management was provided to ANI sub-grant recipients, that workshop has not been offered to host NGO staff. No resources were allocated in the budget to respond to capacity building needs of specific host NGOs, so mentoring by ANI staff was the only means available for addressing those gaps.

Face-to-face contact among host NGOs has been infrequent, though the Evaluation Team found examples of useful sharing of ideas and methods that emerged from the few meetings that were organized, or by virtue of pre-existing links among NGOs. The project has tried to foster long-distance collaboration through Internet-based "twinning" and "double-twinning" activities,[4] especially between YCs in ethnically homogenous areas and through the creation of a Facebook closed group for host NGOs to exchange

[4] The twinning projects consist of jointly conceived activities that are implemented in two different locations by two different YCs, in close coordination. Double twinning involves four host NGOs, carefully matched by UNAG to promote exchanges among YCs and their members in distinct contexts.

thoughts and information. However, neither of these initiatives was mentioned by informants among the most useful project activities.

Though all host NGOs have undoubtedly gained experience in youth mobilization and tolerance/integration work through the project, the tangible effects on capacity were not measurable with the information available to the Evaluation Team. The assessment done at the outset of ANI did not analyze the capacity of individual NGOs in a way that could constitute a baseline, since it had a different purpose. Although ANI staff makes fairly regular visits to host NGOs to check on their functioning and provide support, there is no method for systematically monitoring the performance or capacity of host NGOs. One of the host NGOs with considerable prior experience said their capacity had not been affected at all, while others were unable to point to specific areas of change that were related to this project.

Overall, the five host NGOs visited by the Evaluation Team considered UNAG's approach to the project and partner relations to be supportive, responsive and flexible. Reports and interviews indicate that UNAG has generally maintained positive relations with host NGOs based on an open-door partnership approach that encourages frequent communication via various means and collaborative problem-solving. The leaders and staff of those NGOs expressed high levels of commitment to the YC activities and to their continuation after ANI. However, all of the visited NGOs are dependent on donor funding of one kind or another, and none of the visited NGOs was able to point to a sustainability plan.

4.2.2 Conclusions

Key Conclusions: The use of NGOs to manage youth-based activities in various locations has proven to be an effective strategy, though it has presented challenges. Diversity among the NGOs' approaches and capacities has contributed to variation in activities, and made it more difficult to ensure even results with the available resources – which were allocated equally among all YCs, in spite of their different needs. While host NGOs have gained experience, especially in youth and tolerance work, it was not possible to pinpoint tangible changes in capacity with the information available. Continuation of the youth work by NGOs and/or YC members will be highly variable after ANI, unless further assistance is provided.

In spite of the various challenges encountered, it can be concluded that locally based existing NGOs were the best option that was available for operation of YCs under this project. Compared to other options, such as establishing numerous sub-offices or partnering with local governments, the use of NGOs offered relatively low cost (taking advantage of existing premises and infrastructure), in-depth local knowledge, established community links, and flexible non-bureaucratic nature that is typical of small CSOs. In some cases, however, host NGOs have been reluctant or slow to adopt UNAG project-wide best practice priorities, methods, and unified direction. Since it was not feasible for UNAG to force host NGO partners to follow a certain path, that tendency has heightened the level of divergence among approaches taken by YCs in different locations (e.g. uneven advocacy activity implementation by youth).

UNAG has, to a certain extent, turned the diversity among host NGOs into a source of strength for the project by realizing the value of NGO links with different societal groups such as the disabled, orphans and IDPs. Those connections have paved the way to a more inclusive approach by some host NGOs and enabled them to foster tolerance and integration among youth in very different life situations (going beyond inter-ethnic and inter-faith tolerance). Thus, IDP and non-IDP youth in the Zugdidi area have had greater opportunities to interact with each other and form interpersonal bonds. The same can be said for disabled and able-bodied YC members in the Gori area.

Generally speaking, a flexible approach has been taken to accommodate the diverse contexts and different priorities of local youth, and this flexibility has been appreciated by host NGOs as well as youth members. On the other hand, a standardized approach was taken for the financial support and training of host NGOs, and to the setting of targets for membership and certain activities. In this respect, the project does not always appear to have taken into account differences in local human capacity, infrastructural and technical resources of each host NGO, although those differences must have become evident through the initial NGO assessment. The "one-size-fits-all" approach to funding and training has limited the ability of the project to measurably improve the capacity of those organizations, since specific needs could not be accommodated or addressed, other than through some mentoring by UNAG staff.

The difficult relationships of some host NGOs with certain other NGOs in the same region or city has had a negative effect on the project's ability to coordinate and collaborate in an optimal way with local

stakeholders, especially those also working with youth. That situation, unsurprising in a civil society environment where NGOs are constantly competing for scarce donor funding, was exacerbated in some locations by ANI's host NGO selection process, which naturally pitted some NGOs against each other. In some cities, such tensions at local level are undermining collaboration with ACETT implementers and other relevant organizations. Therefore, while local connections are often an advantage of using NGOs, experience has shown that the opposite can also be true, especially in relation to NGOs and projects in closely related sectors.

Links among the 11 host NGOs are not strong and substantive communications are infrequent, in general. As a result, valuable experiences and lessons learned are not consistently being shared by host NGOs with others, despite some clear demonstrations of the value of regular information exchange. While Facebook can play a useful role and is certainly economical, additional coordination and facilitation by UNAG of host NGO use of Internet networking tools would help to ensure their efficacy and contribution to sustainable links among the NGOs.

Capacity-building of host NGOs was not a particular priority for ANI, based on the overall design, activities and budget. Therefore, expectations should be modest with respect to changes in capacity. Nevertheless, it is safe to conclude that those host NGOs with little prior experience in youth and tolerance work have developed some additional capacity in these areas through their involvement in project activities and interaction with other ANI partners. On the other hand, there is little evidence to indicate that more experienced NGOs have gained capacity in any significant way.

With respect to sustainability, four or five of the better-established host NGOs will probably be able to find sufficient internal and external resources to continue with YC activities (at least to some extent) after ANI funding ends. The youth engagement and civic integration work of the host NGOs with less experience and resources does not appear to be sustainable in its current form without further assistance. However, it is possible that certain activities will be carried on by selected youth who are already being groomed by the project as change agents, as described in more detail under Question 1.

4.2.3 Recommendations

1. Provide **more support to host NGOs to overcome local tensions and disconnects** with other organizations working on youth engagement and tolerance (possibly through mediation of conflicts by UNAG or others), and press them more actively to exploit opportunities for collaboration and complementarity in their local regions.
2. Dedicate considerable staff time (or consultants as needed) to **work with YC hosts and members on realistic sustainability plans, well before the end of ANI funding** – focusing efforts on the weaker ones with less ability to attract grant funding or other forms of support. To the extent possible, offer training/mentoring tailored to meet their most pressing organizational capacity gaps (strategic planning support, for example) in order to shore up their sustainability.
3. Include a **stronger focus on civil society capacity building in the design of future projects** in which the participation of regionally-based NGOs is integral to the project design, and ensure that sufficient human and financial resources are allocated for that purpose. This is important not only for effective project implementation, but also in order to promote sustainability of activities and results.
4. Develop **strategies for future partnering with local NGOs that are fair but still take into account the specific situation of each organization**, including the possibility of allocating variable amounts of funding and other support to different NGOs – even if they are contracted to play the same role. It needs to be recognized at the project design stage that levels of capacity and needs for support are going to be different, depending on the particular NGO and its context, in order to achieve similar results in all locations.
5. For future projects, implement **user-friendly but rigorous methods for monitoring the performance of partner NGOs on relevant criteria and for measuring changes in key capacity areas** over time. Many such tools have been developed by USAID civil society projects, among others, and could be readily adapted to the needs of the individual project. Those same tools should help in identifying needs for improvement or additional support, so that long-term capacity can be built in a targeted manner.
6. Although only a short period remains for implementation of ACETT, steps should be taken to identify the ANI locations where links with ACETT are weakest, and to **come up with interim ways of linking ACETT civics club participants with the YCs and their member**s. Complementarity

between these two projects is discussed in more detail later in this report. In future projects, relations among implementing NGOs in different locations should be closely monitored and fostered.

7. Organize and provide resources for **more interaction among host NGOs**, including potential mentoring relationships and exchanges among YC coordinators, more frequent meetings of host NGOs on regional or national level, and facilitation of more meaningful links via Facebook.

4.3 QUESTION 3: EFFECTIVENESS OF SUPPORT TO TOLERANCE CENTER AND COUNCIL ON NATIONAL MINORITIES AND RELIGIONS

How effective has ANI been in building the capacity of the Public Defender's Tolerance Center and the Councils of National Minorities and Religions to:

- *Promote cultural and religious diversity;*
- *Undertake effective fact-finding on minority-biased rights violations;*
- *Advocate for minority rights;*
- *Establish communication with the GOG on these issues;*
- *Monitor and comment on minority-related state policies, programs and actions; and,*
- *Produce recommendations and advocate for effective solutions to related challenges?*

Effectiveness was defined as whether ANI's work with the Tolerance Center and the Councils of National Minorities and Religions is recognized to have helped these bodies promoting cultural and religious diversity, minority rights, and communication with government officials by GOG institutions, CSOs, and the public. Effectiveness also means whether ANI's support to these bodies has enabled them to better collaborate with civil society to address problems between citizens and governments.

4.3.1 Findings

Key Findings: The TC, as well as the CNM and Council of Religions (CR) which it supports, are primarily funded by ANI. The TC is performing a role that is appreciated by stakeholders, and both Councils are able to be more active and visible due to ANI support through the TC. The CR in particular appears to be growing in capacity and credibility, while the CNM plays a key role in ongoing monitoring of the government's commitments to integration and equality.

In order to analyze this question, it is important to first outline the roles of the key institutions supported by ANI that are pertinent to this Evaluation Question. The primary source of the following information (in the shaded box below) is the trilingual website of the TC (www.tolerantoba.ge), which is in fact financed by ANI.

The TC can be described as a "tolerance watchdog" that assists the Public Defender in safeguarding and promoting the atmosphere of tolerance, equality and peace in Georgia. The Center's activities are focused on protecting the rights of religious and ethnic minorities, and promoting their integration. It works to facilitate constructive dialogue between the majority and minority groups, carries out educational activities, investigates and exposes incidents of religious and ethnic discrimination or xenophobia, takes stock of relevant trends, and examines systemic problems. The Center periodically monitors the situation of religious and ethnic minorities in Georgia. Based on monitoring results, it highlights possible threats and dangers stemming from intolerance, xenophobia and discrimination, and works to define ways to address the problems. In addition, the TC holds seminars, conferences and discussions, and prepares publications.

Based on analysis of the situation of religious and ethnic minorities in Georgia, the TC drafts relevant recommendations for the Public Defender; these analyses and recommendations are reflected in the Public Defender's parliamentary reports and recommendations. The Center also coordinates activities of the CR and CNM, which also operate under the auspices of the Public Defender.

The CR, which was established in 2005 by Memorandum with the Public Defender, is a forum where religious associations are united voluntarily. Its aim is to develop harmonious relations among religious confessions, protect human rights and equality, support civic integration and promote tolerance. Currently, the Council unites 26 confessions. Although the Council is open to all religions active in Georgia, the Georgian Orthodox Church has never engaged in the Council, therefore it functions as a sort of coalition of minority religions. Members of the Council communicate regularly to discuss problems facing religious groups and ways to address them.

The CNM was also established in 2005. Its main objectives are: encouraging consultations and a dialogue between ethnic minorities and the government, offering recommendations and feedback in the process of elaborating minority-related governmental policies and programs; giving timely response in cases involving breaches of minority rights and/or emergence of conflict situations, developing recommendations for the Public Defender and other officials. The Council unites over 100 organizations working on minority issues and representing ethnic minorities. Since 2009, the CNM has been increasingly involved in monitoring the government's actions to promote tolerance and protect the rights of ethnic minorities in Georgia.

ANI is currently funding four full-time staff at the TC through direct contracts with UNAG: the Head of the TC, two people largely devoted to supporting the CR and CNM, and the ANI Coordinator for project support to the PDO. For much of the first year of ANI, the United Nations Development Programme (UNDP) was co-funding the TC, and the European Center for Minority Issues (ECMI) was covering a significant part of the costs of the CNM, but the financial support of both international bodies ended in 2012. Since that time, ANI has been the only external source of funds for TC staff and activities. The government, through its funding to the PDO, has assumed responsibility for the cost of some activities of the TC.

Based on observations and review of TC publications, as well as on comments by informants, TC staff members were found to be qualified and respected professionals in the field, with a mutually respectful relationship with key stakeholders. Their advice and support to the CNM and CR are considered by informants to be of a high standard, and their role is seen as important for boosting the capacity of those bodies, which are essentially coalitions of civil society groups.

ANI is also the only steady source of external funding for operations of the CNM and CR. The key activities of those councils include fact-finding visits to investigate complaints of rights violations, meetings to share information with and advocate to government officials, and meetings of the members themselves to discuss emerging issues and come up with public statements and recommendations for action by the government.

According to project progress reports and interviewed informants, UNAG and TC staff members were instrumental in enabling the CNM and CR to secure MoUs with various ministries since 2011. These MoUs have allowed Council representatives to follow-up on a regular basis with relevant ministers and other high-ranking officials on their recommendations, especially those captured in reports on implementation of the NCAP. More generally, this form of official recognition has enabled the Councils to have fairly consistent access to those officials to discuss other concerns affecting minorities as they emerge.

During the project period, CR has shown itself able to reach consensus on a wide range of issues affecting society in Georgia, going well beyond religious issues. The members first developed a "social concept"[5] that captured their united position on a range of fundamental principles of rule of law, human rights, and interaction between religions and the state. On the basis of that document, in 2012 the Council published a set of recommendations to the government on behalf of all members – a significant achievement considering that 26 religious confessions agreed on those recommendations[6] which covered a wide range of tolerance-related issues, such as removal of discriminatory elements from school textbooks and establishment of equal taxation rules for all religious confessions. Coordination of that process was substantially assisted by the TC team.

The CR has also been publicly speaking with a united voice in reaction to violations of religious freedoms, especially during 2013 when the rate of such incidents in Georgia increased significantly and Muslims were increasingly targeted. Very recently, the TC supported the CR to analyze and react to a situation where the government dismantled the minaret of a mosque. Informants indicated that the CR's direct intervention helped to resolve the looming conflict with the affected Muslim minority community, and that the field visit of the multi-faith CR committee to the site was highly valued by local leaders who were extremely surprised to see how representatives of other religions were willing to assist them in protecting their rights.

[5] The Social Concept is available in English at: http://www.tolerantoba.ge/index.php?id=1281619890&sub_id=1359539573

[6] The Recommendations of the Council of Religions are available in English at: http://www.tolerantoba.ge/index.php?id=1281619892&sub_id=1359539573

As well, the TC advised and coordinated behind-the-scenes to help the CR quickly mobilize to defeat a move to change blasphemy laws, which members perceived as detrimental to members of religious minorities. In another concrete example of assistance that had a clear impact, the TC staff supported the CR to analyze the situation then successfully advocate for a new law on registration of religious groups, in the face of strong opposition. That law is seen by informants a step towards greater legitimacy and legal recognition of minority religious confessions, which could lay the foundation for future reforms of tax rules and other laws that treat different religions in divergent manners.

The CNM is a larger and very diverse group of civil society bodies with an active core of about 35 members (out of more than 100 in all). The CNM has been less able than the CR to reach consensus on emerging or ongoing issues and during the project period has been most active in annually monitoring the NCAP. ANI-funded expert consultants in different thematic areas have been working with selected CNM members to perform the annual monitoring process and take the lead in writing so-called "alternative" reports. Informants advise that this relationship and process has become more collaborative over time, however, the capacity of the CNM to analyze and report on findings is still limited, so the experts generally lead the way.

The monitoring process and reports have been mostly activity-related to date, as reported by informants and observed in the reports themselves, in part because government reports were largely focused on descriptions of activities (as one informant described it, "checking the boxes") with little analytical content. Nevertheless, informants consider the civil society monitoring function to be very important, and the "alternative report," produced by the CNM with ANI's support, to be a significant and useful product for tracking government progress. There are some notable examples of recommendations of the alternative reports being acted on by the government: establishment of Language Houses in regions with heavy concentrations of ethnic minorities; substantial revision of various school textbooks; and creation of the "4+1 system" to facilitate university entrance for non-native Georgian speakers.[7]

Informants both internal and external to ANI report that following the appointment of the new Public Defender there were discussions about the possibly closing down the TC. The Evaluation Team was not able to meet with the new Public Defender, nor with his Deputy, despite lodging several requests.

Coordination with ECMI and UNDP on support to the TC and Councils was reported by informants to be open and consultative, with no evidence of overlaps or difficulties in the allocation of expenses among the three donor bodies (though it should be noted that the Evaluation Team was not able to meet with the relevant personnel at UNDP).

4.3.2 Conclusions

Key Conclusions: At present, the operations of the TC and two Councils are almost entirely dependent on financial support from ANI. Increased reliance on government funding could jeopardize the independence of the TC, therefore, international support continues to be essential to its efficacy as a watchdog body – especially in light of recent transitions in government and uncertain levels of political will. The TC has played an important role in boosting the capacity of the CR and, to a lesser extent, the CNM. Both Councils are still relatively young with weak coalitions, which need ongoing financial and technical assistance.

As the TC's structure consists of the team funded by ANI, its capacity is not built by, but rather is dependent on, the project's support. At present, ANI funding is vital to the continued active operation of the TC, as well as both councils, since current government funding supports only a portion of their activity budget. This presents a serious challenge to the TC's sustainability after ANI ends in early 2015. Although it might be possible for donors and other stakeholders to convince the government to assume all or part of the cost of staffing the TC, which would arguably be more sustainable than donor funding, there would be a significant risk of compromising the independence of the Center.

Such a change would also present the risk of losing at least some existing TC staff, since civil service contracts would be less advantageous for them. That would be a potentially serious blow to the Center, since its staff are widely respected and trusted by key stakeholders. As well, it would result in limitations

[7] This program provides for minority students to be accepted in state-run universities based on simplified exams, provided that they undergo a preparatory course (heavily focused on Georgian language classes) for one year before commencing the regular four-year bachelor's degree program.

on the TC's ability to pay certain expenses due to government regulations (e.g. per diems cannot be paid to non-government personnel such as members of Councils). For these reasons, international funding is important both in material terms and as an indication of moral support for the Center, which continues to be vulnerable to political forces and changes of the Public Defender.

The TC is playing a valuable role in advancing the goals and objectives of ANI, including through regular public statements on tolerance-related threats and rights violations, analysis of political and legal developments, and advocacy for (or against) relevant legislative and regulatory changes. Its role as a watchdog of tolerance issues is widely appreciated by civil society stakeholders and the international community, although some in government circles are less appreciative of its work since the government is naturally a frequent target of TC criticism.

The TC acts as an effective hub or focal point for the CNM and CR. The advice and coordination provided by TC staff have made important contributions to the achievements of both Councils during the project period. Fact-finding missions, government meetings and public statements made possible by ANI funding have raised the profile of the councils and increased their credibility both on national and local levels.

In terms of council capacity, there is sufficient evidence among the achievements reported by informants (and described above) to conclude that the CR's capacity has increased, largely due to support by ANI for activities and advice by TC staff. While change in the CNM is not as easy to identify, there are signs that capacity and confidence of core members are gradually increasing – especially those involved in the analytical group that was created on the recommendation of TC staff to help the council function more effectively. However, monitoring and analysis skills are still in need of strengthening, and in general, NCAP reporting and monitoring is constrained by the lack of clear indicators.

It is not possible to say with any certainty that a certain number or percentage of civil society recommendations on NCAP have led to meaningful action by the government, especially since many of the recommendations would require long-term responses, and government seldom acknowledges the role of civil society in their decisions. Nevertheless, there are enough examples of policy or program changes that reflect civil society recommendations to conclude that the NCAP monitoring exercise is in fact making a difference. In the words of one informant: "*ANI is helping to entrench the practice of reporting…*"

The CR and CNM are largely dependent on the TC's staff for coordination and qualified advice, and the affiliation with the TC and PDO is important for their credibility. Without these supports and ANI activity funding, it would currently be difficult for them to function as coalitions.

4.3.3 Recommendations

1. **Continue to financially support the TC, but work with the TC staff and other allies on urgent efforts to convince other international donors** (bilateral and/or multilateral) of the importance of continued international support to the Center, CR, and CNM, in an effort to diversify sources of funding as well as broaden political/moral support. To this end, the TC should be encouraged to clearly document and showcase its recent achievements and take steps to communicate those results and their significance with the wider donor community.
2. Support the **development of a strategic plan for the TC** to identify priorities, opportunities and current threats, and map out the optimal path for its future financing, staffing and organizational development, including a review of its structure and position within the PDO.
3. In order to make NCAP monitoring by civil society more effective, the **NCAP itself should include objectively verifiable indicators by which government performance can be measured** in as many areas as possible. ANI and USAID should advocate for that change to be endorsed by government and provide technical assistance to the government, if needed, for the process to be initiated. Mechanisms should be explored for more frequent progress monitoring of the new NCAP by both the government and civil society.
4. **Target key members of the CNM and CR with expert support to build specific skills that would help the Councils become less dependent** on external advisors and coordinators. This would also boost credibility and help to level the playing field when the councils are dealing with government officials. Those skills may include strategic planning, communications, meeting management, consensus-building, fundraising, negotiation and mediation, etc. Experts engaged to support future NCAP monitoring should have a mandate to build capacity of CNM monitoring group

members, with specific areas of attention identified and additional time included in their contracts for that function.

4.4 QUESTION 4: EFFECT OF 2012 CHANGE OF GOVERNMENT ON PROJECT

How did the change of government that followed the October 2012 elections influence ANI's programmatic effectiveness in supporting the GOG on minority-related issues?

Effectiveness was defined as whether ANI was able to adapt its programming and establish core relationships following the elections in a way that allowed for the project to continue its activities with GOG institutions in a manner consistent with its original objectives. Effectiveness also means whether informants can identify particular aspects of policy influenced by project-supported mechanisms and activities, both before and after the elections.

4.4.1 Findings

Key Findings: Project implementers have worked hard to maintain positive relations with the government, both before and after the 2012 transition. Those efforts have been largely successful, although collaboration with Georgia Public Broadcasting has been impeded by a series of upheavals and changes of direction within the state media body.

Since the elections, ANI staff report that they have worked steadily to establish links with new government officials, which has cost some time and effort, especially of senior staff. Informants from various sectors uniformly indicated that UNAG/ANI staff has had cordial and cooperative relations with the government, both before and after the elections. The positive relationship is also borne out by the new government's acceptance of ANI technical assistance in monitoring NCAP and in preparing the new NCAP to take effect in 2014. However, one informant mentioned that the new government's commitment to NCAP was not guaranteed, since there had been no public or formal statement made in support of the process. Another commented that some ministries had been "uncooperative" in developing the new NCAP.

The change of PD that followed the change of government resulted in some discussion of eliminating the TC, according to informants, and relations between the new PD and TC staff are not yet as strong as they were with the incumbent. Some informants assert that the CNM and CR are considered threats by certain factions within the new government, which consists of a very diverse group of politicians, many with scanty experience in politics. One commented that "now it is more important than ever to continue support to the TC."

ANI has had difficulties in reaching agreement with Georgia Public Broadcasting (GPB) on the planned collaboration, which was largely a continuation of support initiated under the predecessor NITG. To date, no MoU has been signed. The initial problems with GPB pre-dated the elections, though it is likely that the change of government has had some effect on the series of transitions at senior levels of GPB, which contributed to challenges in achieving a sustainable meeting of the minds with UNAG on the way forward.

No other effect on ANI has been commented on by any informant, neither by any document. No changes to project plans were required in relation to the change of government.

4.4.2 Conclusions

Key Conclusion: The change of government had no observable effect on project effectiveness in supporting the government.

This should be seen as a credit to the diplomacy efforts of UNAG, although it is no doubt also influenced by the government's positive relations with USAID. However, there is some risk that the government, especially following the presidential transition in late 2013, may adjust its position in relation to the NCAP and the TC. Support by projects such as ANI sends the message to the government that these mechanisms and processes, which are not yet strongly institutionalized, are important in the eyes of the international community.

4.4.3 Recommendations

1. UNAG and USAID should **closely monitor the government's attitude towards the NCAP, TC, and CNM/CR**, and take every opportunity – including on diplomatic levels – to ensure that key people in the new government and the new PD are aware of the importance of NCAP processes (government reporting and civil society monitoring) and of the value of the TC in the further democratic development of Georgia. It is advisable to engage other prominent stakeholders in the international community in these efforts as well.

4.5 PROJECT STRATEGY AND IMPLEMENTATION

4.5.1 Findings

Key Findings: The goals and activities of the ANI YCs have a great deal in common with the civics clubs supported under ACETT, and the age ranges and cities overlap to some extent. However, links between the two projects and coordination in most regions have been limited. Activities under different ANI components have, in some cases, been linked to each other, but there is room for greater synergy among components. Monitoring of project outcomes and results has been less than optimal. With the exception of two impact-level indicators that feed into the Mission's PMP, only ANI outputs are being tracked by UNAG, and 20+ outcome indicators in the Monitoring and Evaluation (M&E) Plan have not been monitored. Quarterly reporting to USAID has been very activity-based, with minimal analysis.

Based on examination of project documents as well as informant interviews, the project has been managed by UNAG in an organized and timely fashion, including directly-implemented activities and those of key partners. Partner relations (with OSGF, PG and the PDO) have been mutually satisfactory, consultative, and without difficulties, according to staff on all sides. Although signature of the MoU with OSGF was delayed considerably by technical issues raised by the Open Society's headquarters, delaying the launch of the sub-grants component, it seems that this delay will have little or no effect on completion of that component and on the duration/amount of sub-grants. The failure to secure agreement with GPB was, by all accounts, due to reasons beyond the control of the project team.

Relations with host NGOs visited by the Evaluation Team appeared to be cordial, and UNAG staff was described by NGO informants as responsive to their requests and consultative about decision-making in relation to the youth component. Host NGOs in general would have benefited from more hands-on networking support, mentoring and monitoring, as discussed in Question 2 above. In general, UNAG ANI staff appears to be very dedicated and senior staff is respected by interviewed government and civil society counterparts. That being said, some informants commented on a lack of creativity or innovation in the way the project has been implemented, including its media component.

The goals and activities of the ACETT-supported civics clubs and the ANI YCs have a great deal in common; both aim to enhance civic awareness and engagement of young people, and to that end they mobilize youth to carry out volunteer work, share information with others, and promote resolution of problems affecting local communities. As well, the age ranges overlap for youth from 14-17, although ANI also targets university students. In spite of these commonalities, interviews and document review indicated that the national-level links between the projects were not close and at local levels they were highly variable.

In some regions, interviews with YC staff and members and those involved in ACETT civics clubs showed evidence of good links and even collaboration between the local implementers of ANI and ACETT. However, in other areas there were very weak ties, shown by lack of awareness among implementers and beneficiaries of other project activities and target populations, and no signs of cooperation. One example was the organization of two disconnected activities to mark International TC in Akhaltsikhe – one supported by ACETT and the other by the ANI YC. In at least three places, the same NGO manages both projects, but even that has not guaranteed close linkages; one such NGO emphasized its success in "keeping the participants separate" and "avoiding overlaps."

The Evaluation Team found through progress report reviews and interviews that some linkages have been made among different project components – for example by TC staff giving lectures to YC members, and both TC and YC members appearing on the "Our Yard" television show. However, the Evaluation Team found many examples of activities where there was an opportunity for interaction and synergy among the components which had not yet been taken advantage of. For example, YC members have little, if any, awareness of the TC and other national bodies working to promote tolerance and integration, and most of those interviewed have never seen the "Our Yard" talk show. The TC recently selected 15 members to expand the CNM Youth Group from among minority students at Georgian universities, but there was no consultation with ANI YCs in the process. Based on analysis of the grant descriptions and on interviews with ANI implementers, the Evaluation Team found that the subject matter and recipients of most sub-grants awarded under the small grants component were in no way connected with either youth, media or policy components of the project.

Most of the 20-odd outcome indicators listed in the project's annual M&E plans have not been clearly defined and have not been tracked since the beginning of the project, according to ANI records and interviews with UNAG and USAID staff. No baselines or targets were established for any of those indicators, according to documents and interviews. The effects of training have not been closely monitored using tools that would actually track learning or change among participants, either during or after the training intervention. With the exception of two impact-level indicators that feed into the Mission's PMP, and therefore required of ANI by USAID, only ANI outputs are being tracked so far (e.g., number of YCs established, and number of participants trained). Interviews with key informants pointed to UNAG's limited experience in the design and use of outcome indicators as the primary reason for these gaps.

With respect to the two PMP indicators, there is only baseline data available at this point for the Civic Integration Index (also referred to as Tolerance Index), which was implemented for the first time in 2012, and will be updated with 2013 results by January 2014. As for the indicator of "change in beneficiary attitudes, perceptions and behavior with regard to integration and tolerance," 2012 baseline data only was available at the time of writing this report, because UNAG's 2013 "midline survey" of YC members was still being analyzed and compared to entry survey data.

The project's quarterly reporting to USAID has been very activity-based, with no reference to M&E plan indicators and minimal analysis of problems or possible changes of approach. According to interviews with project staff, any problematic aspects or proposed adjustments are normally handled with USAID by email or in person. For example, the decision to change the target age group of the YCs appears nowhere in the project reports, nor in other documentation reviewed by the Evaluation Team. Although the project planned to produce and disseminate an annual report, it was later decided not to do so. Quarterly reports on sub-grants by project partner OSGF are also confined largely to enumeration of grantee activities and monitoring trips. Quarterly and training reports by PG are similarly focused on simple description of activities and outputs. PDO reports are more comprehensive and include a certain amount of analysis.

Although a database of YC members exists at the central level, the Evaluation Team found that up-to-date information about members was only available from the YCs themselves. In the course of seeking data to sample the YC members, and later contact members by telephone, it was realized that the participant lists are not maintained on a regular basis. In addition, it was observed that there is no system in place for ANI to track the degree/frequency of participation of individual members.

4.5.2 Conclusions

Key Conclusions: Staffing levels at UNAG were less than optimal given the size and complexity of the project and scope of activities across the country. There are areas of potential synergy between ANI and ACETT that have not been fully exploited in the absence of a strategy for ensuring their complementarity. There was no clear plan for linking ANI components or system for ensuring that project partners were aware of what others were doing. The lack of monitoring data on outcome indicators makes it difficult to assess ANI's results on an ongoing basis, which in turn weakens its ability to identify and respond to problems as they emerge.

ANI staff and partners have appropriate skill levels and experience in general, and have managed the project activities and relationships without any major difficulties. However, staffing levels at UNAG were less than optimal given the size of the project and scope of activities across the country – especially taking into account the low capacity of some host NGOs. Additional staff would also have boosted the project's ability to ensure close linkages and complementarity with other related projects at the national and local levels to link project components and to implement robust monitoring systems.

There are areas of potential synergy between the ANI and ACETT projects, especially the civics club component of the latter, which have not been fully exploited. Although these major initiatives were designed and launched within a few months of each other, there is no evidence of any strategy for ensuring the complementarity of these two initiatives. The need for such a strategy was heightened when the target age group of ANI was adjusted to overlap more with the high school-age beneficiaries of ACETT, in the early stages of ANI. Regrettably, no regular inter-project meetings were initiated at that point, and no clear decision was taken on exactly how the projects would interact at implementation level.

On the whole, ANI components were not as well integrated with each other as they could have been. That may be due in part to the use of diverse host NGOs, each with its own ideas of how to implement

activities on the ground, and without an in-depth understanding of the overall vision of the project. Some amount of disconnection may also have been owing to the partnership structure of ANI, which used different organizations to handle the sub-grants management and training tasks. There was no apparent vision for linking the components or for ensuring that different project partners were fully aware of what other partners were doing. One UNAG staff member even commented that the youth component was separate from the other elements by design.

The small grants component in particular seemed to be a "stand-alone" element that did not complement the other components nor contribute to project objectives in any meaningful way. The purpose of the component was never clearly defined, although some ANI staff and other informants saw the objective as encouragement of isolated minority communities or tiny minority groups, in reality many sub-grants were awarded to Tbilisi-based organizations with quite different aims. That was apparently "not planned," but in fact was quite predictable given the generally greater ability of capital-based organizations to write persuasive proposals. UNAG and OSGF could have defined the sub-grants criteria much more narrowly to ensure coherence with the overall project.

Monitoring ANI performance and results has been generally weak. A great deal is riding on the two impact indicators that are being tracked for the PMP, and on the tools that have been developed by ANI to measure them. More than two years into implementation, progress is only being measured by output indicators that amount to little more than counting beneficiaries and activities, since there is still only baseline data on these two PMP indicators. The Civic Integration Index is at the impact level and not project-specific, since it will be influenced by a wide range of other factors; therefore, it cannot really be considered as an indicator of ANI results. The youth participant survey by UNAG may prove valuable for measuring the other PMP indicator, but is an untested tool and only measures certain aspects.

The lack of monitoring data on outcome indicators makes it difficult to assess the results of ANI on an ongoing basis, which in turn weakens the project's ability to identify and respond to problems as they emerge and to capitalize on successful strategies that could be strengthened for even greater impact. While UNAG may lack specific experience with outcome indicators, the capable and experienced ANI team should require very little assistance to master this important project management skill. In a related point, the activity-based reporting method leaves no accessible record for following the project's evolution, including problems and how they were solved, which would not only be useful for evaluators but for the designers of future projects.

4.5.3 Recommendations

1. **If projects similar to ANI and ACETT are supported in the future, there should be a clear strategy for how the initiatives will interact and complement each other**, both on national and local levels, and USAID should conduct follow-up to ensure that the strategy is being implemented on a consistent and ongoing basis in targeted areas (and updated as projects evolve). If two projects are designed, the targeted age groups should not overlap in the same geographic areas. If they do, clear distinctions should be drawn between the objectives and types of activities. Regular project staff meetings should be organized with USAID support so that collaboration can be optimized. Serious consideration should be given to designing a combined project that would work with youth in schools, as well as outside of school structures, in order to maximize synergies.
2. Given the limited amount of information available to the Evaluation Team on the ACETT program, it is beyond the scope of this evaluation to make absolute recommendations of specific strategies for complementarity, but options that could be considered for both short and long term include:
   - **Using or adapting civic education materials for use by YCs** or other young people engaged in advocacy and liaison between communities and local government.
   - **Connecting members of civics clubs to the YCs** – at minimum, ensuring that all civics clubs teachers and members in ANI-targeted cities and nearby rural areas are aware of the YC, its objectives and activities. The engagement of high school graduates in YCs, who are no longer eligible for civics clubs, should be facilitated.
   - **Connecting YC members to the civics clubs**, for example by targeting them with peer education or using older YC members as mentors for the clubs, to support the work of teachers who may have less time and energy to devote to leadership of the clubs. Civics clubs in rural schools could potentially serve as "sub-centers" of the YC to enhance the impact and reach of both projects.

- **Plan joint activities** by civics clubs and YCs in the same city, especially for major events.

3. **Reconsider targeting small grants in 2014, giving careful thought to how those grants can measurably contribute to achievement of project goals and objectives** and, ideally, strengthen other project components. Explore the use of sub-grants to support media and public relations companies to develop innovative campaigns to promote tolerance, support television stations and other media outlets in regions dominated by ethnic minorities to improve their coverage of Georgian news, and to promote joint activities by civil society and government bodies. On the other hand, if the objective of the sub-grants is to encourage and enhance visibility of so-called "mini-minorities" (those ethnic groups that are neither Azeri nor Armenian), the targeting of the sub-grants should be refined so that the priority groups are reached. Selection criteria need to be adapted accordingly to allow for significant variations in capacity of applicants.
4. **For future projects, establish a project advisory committee** made up of relevant internal and external stakeholders with expertise and connections in the project's thematic areas. Such a committee would help to ensure that project management keeps sight of the "big picture" and is informed of pertinent political and developments and donor-funded initiatives. It would also serve to inject fresh ideas and perspectives into thorny problems such as the media component.
5. **Provide technical assistance to UNAG to define and track four to five priority outcome indicators during the remainder of the project**, carefully selecting indicators that will be practical to measure but will provide valuable and timely information on the effects of the project. As needed, additional resources should be allocated to make this monitoring possible. (If possible, UNAG should collect data on some indicators retrospectively for 2013 to supplement the information generated by the midline survey of youth). This will allow the M&E plan to become a living document that helps to measure results on an ongoing basis, and that can feed into future UNAG and USAID decision-making. **Ensure that future projects include the possibility of intensive capacity building for Georgian implementing partners** (going beyond brief training workshops) and adequate staffing/resources for regular monitoring functions, as well as major survey tasks.
6. **Adjust reporting formats and practices for ANI (and future projects) so that progress reporting goes beyond activities** to talk about real issues – both successes and challenges, as well as internal and external developments that need to be analyzed to determine how they may impact the project.

4.6 PROGRESS TOWARDS GOAL AND OBJECTIVES

4.6.1 Goal: To Strengthen Civic Integration in Georgia, Particularly Among Ethnic Minorities

4.6.1.1 Findings

Pending completion of the second Civic Integration Index, there is a limited amount of evidence related to progress towards the goal. However, the evaluation has found through Project documents, interviews and the mini-survey that targeted youth have an increased level of civic engagement and a better understanding of tolerance, both of which can contribute to civic integration. Activities of the TC, CR and CNM have promoted greater integration through cross-cultural understanding while working to combat discrimination and intolerance. Their work is increasingly visible and notable successes have been achieved in relation to specific issues affecting minorities, though effects on the general population are difficult to assess.

Most informants consider that youth is a sensible priority target group where change is more likely to be achieved in the short-term. However, many believe that there is an equally urgent need to work with adults as well, especially to promote tolerance and integration. The media component of the Project would have targeted adults to a significant extent, but difficulties with its implementation have resulted in a heavier focus on youth than was anticipated by the Project design. Informants were not able to point to any major initiative of government or donors that was targeting the adult population on these subjects.

4.6.1.2 Conclusions

Building on the solid foundation of policy and practice laid by the NITG predecessor project, ANI has made a contribution towards this goal, primarily through youth-centered work analyzed under Question 1 and support to the TC and policy-related activities, described under Question 3. The results are on a national level, though greater attention has been paid to ethnic minority areas and stakeholders. Effects on the adult population have been limited, especially as youth have little influence on adults in Georgian society.

4.6.1.3 Recommendations

1. **Increase attention to the Georgian majority population,** especially adults, including through mass media campaigns and other strategies to raise awareness of shared responsibility for integration and tolerance.
2. **Develop creative strategies for support of other minorities, such as religious groups**, sexual minorities and very small ethnic minority populations, to enhance awareness and tolerance both among their members and among the rest of the population.
3. **For a follow-on project to promote integration and tolerance, allocate resources and focus as follows**:
   - More for media outreach to achieve adult behavior change, in order to make use of private TV channels feasible and thereby reach more viewers. Revive the ideas of a soap opera or reality show (which were mentioned in the ANI request for applications), to attract more viewers.
   - More for project staffing and host NGOs, to ensure quality and consistency of implementation as well as capacity building and rigorous monitoring
   - Less for small grants, unless there is a clear strategy for targeting that will generate tangible results and contribute to overall objectives
   - Less for policy and support of TC, working instead to bring other donors on board, and have government gradually take responsibility for its own reporting responsibilities
   - More for youth component, especially to support outreach to rural youth and more exchanges and summer schools for direct interaction across cultural, religious and other divides

4.6.2 Objective 1: Develop Civic Integration Processes Among Young People Across Georgia Through Practice and Participation

4.6.2.1 Findings

Youth actively engaged in the YCs have demonstrably increased their civic engagement through a wide variety of activities in which they have taken a strong initiative. There are positive signs of youth eagerness and ability to engage in basic social auditing and constructive forms of advocacy. There is also strong evidence of increased levels of tolerance and acceptance of integration among these youth. More details relevant to this objective are described in Question 1 above.

4.6.2.2 Conclusions

This objective is very broadly worded, but the project has definitely made progress towards its achievement in 13 targeted cities, and to a lesser extent in rural areas surrounding those centers. However, activity reach is limited (total YC membership is about 2,300 as of November 2013) and activity sustainability is questionable for most YCs. Activism among youth, as compared to engagement, is still at a fledgling stage in most project locations.

4.6.2.3 Recommendations

1. Investigate ways to **scale-up the project's limited scope** (in terms of number of youth directly and regularly engaged, especially in rural areas) in cost-effective ways that capitalize on assets and energy fostered by ANI as well as structures and capacity created by other projects such as ACETT. Examples to explore include creating youth sub-centers in villages and lower-cost summer schools and exchanges.
2. Develop **sustainability plans for priority youth activities and outreach** well before the project ends. On the local level, such plans will need to take the context into account, as well as the particular strengths and weaknesses of the host NGO.
3. Support host NGOs and interested YC members (especially those 18 and over) to engage in **small-scale initiatives to engage and collaborate with authorities on local issues**, based on learning from the ACETT program and some YCs, and on guidelines developed by the project.
4. Explore opportunities for **more interaction between the project's policy and youth components**, for example by engaging local youth in ANI targeted regions in the NCAP monitoring process or in reporting on specific cases of rights violations, and by exploring links between the CNM Youth Group and the "stars" among YC members who are being groomed by ANI as change agents for tolerance and integration.

4.6.3 Objective 2: Increase Public Awareness and Education on Diversity Through the Media

4.6.3.1 Findings

The planned media component has been constrained by the ongoing difficulties in reaching a lasting meeting of minds with GPB leadership. Plans for revamping the "Our Yard" talk show as the centerpiece of the media work, have thus not advanced. The show continued to air until recently, but its impact and viewership are limited in both minority and majority areas. Most informants agree that the show is theoretically important, but has become uninteresting and few people watch it because GPB is generally not attracting many viewers while private channels are much more popular. Although ANI planned activities with regional TV stations, it was hoped that GPB would also be a partner in those initiatives, and therefore they were also put on hold pending the elusive agreement with GPB.

4.6.3.2 Conclusions

Due to these challenges, the project was unable to make much progress on public awareness and education on diversity, though there is evidence that major TC and YC events and videos have reached a small audience. The project has not, to date, made a serious effort to develop alternative strategies for media outreach in the renewed hope that the problems with GPB would be resolved. The result has been a major gap in the project's overall strategy, with only one year remaining to make progress towards this objective.

4.6.3.3 Recommendations

1. **In the short term, implement media-based activities to target the wider population with tolerance/integration messages**. For example:
   - Make short clips of TC videos to place on Facebook and other popular sites (where people are more inclined to watch videos of 2 minutes or less).
   - Develop 30-60 second professional public service announcements and behavior change advertisements, with well-crafted messages, to be aired on popular private TV channels at prime viewing times.
   - Discuss with popular talk shows on private channels if they are willing to include project topics on their shows, and on what conditions.
   - If continuing the talk show with GPB becomes possible, ensure that it is subtitled in the main minority languages for broadcast in the compactly settled minority areas, in order to reach that audience more effectively.
2. **Support the continued monitoring of hate speech in the media** and the use of monitoring information to generate public discussion of the problem and to influence decision makers to take action to prevent and sanction such speech. (Note: ANI is already in negotiations with sub-grantee Media Development Foundation to implement such a project during the remaining period of ANI).
3. In the longer term, **work to mainstream diversity programming at GPB**, making regular news programs more inclusive of minority issues, etc. Reevaluate the talk show in terms of its target and how to best reach and interest that audience. As mentioned above, revisit the idea of using the format of soap opera or reality show to appeal to a much wider public, possibly using the vehicle of an existing program that has an established audience.

4.6.4 Objective 3: Support Mechanisms for Interaction Between the Government and Ethnic Minorities

4.6.4.1 Findings

The project has consistently and generously supported mechanisms for interaction between government and ethnic minorities, notably including the TC, CR and CNM, but also including the NCAP development and monitoring processes. The details of project support for those entities and activities, and some of the tangible effects of that support, are described under Question 3 Findings above. Some sub-grants awarded by ANI partner OSGF have supported ethnic minorities to pursue small projects, though linking with government did not receive much attention.

4.6.4.2 Conclusions

As explained under Question 3 Conclusions, the role of the TC has proven to be important as a hub for facilitation and support of the interaction between government and minority groups generally. Substantial

support to the CNM and CR has clearly contributed to their increased interaction with the government on behalf of minorities – both religions and ethnic. As well, the NCAP reporting and monitoring processes have provided important opportunities for research and analysis of key issues, as well as interaction and debate between government and minorities.

4.6.4.3 Recommendations

1. Continue to **support the work of TC and the two Councils**, albeit with an increased emphasis on capacity building and establishing a broader base of funding support.
2. Advocate for the **government to take on full responsibility for its obligations for regular reporting on the new NCAP** (currently under development) as a sign of its genuine commitment to its implementation. Provide encouragement and support as needed for the adoption and operationalization of indicators in the new NCAP.
3. Continue to support the **regular monitoring of the NCAP by civil society**, as well as ongoing dialogue with government to identify priorities and the best ways to take action on the recommendations.

ANNEXES

ANNEX 1: EVALUATION STATEMENT OF WORK

STATEMENT OF WORK
PERFORMANCE EVALUATION OF THE USAID ADVANCING NATIONAL INTEGRATION ACTIVITY

I. SCOPE

Non-personal services for a mid-term evaluation of the Advancing National Integration (ANI) activity. The contractor will be required to answer all evaluation questions listed under III below.

The contractor must provide the following deliverables within the terms defined by the contract:

- Detailed evaluation design to be submitted with the proposal.
- In-brief and out-brief with preliminary findings with the USAID management and staff upon arrival to and departure from Georgia.
- Draft report to be submitted within seven (7) working days of completing the out brief with USAID.
- Final evaluation report in accordance with the USAID Reporting Guidelines.

The timeframe to be covered by the evaluation is from the start of the activity in September 2011 through the initiation of this evaluation.

Activity Numbers: Cooperative Agreement No. AID-114-A-11-00002
Activity Dates: 09/20/11 – 01/20/2015
Activity Funding: $3,750,000
Implementing organization: United Nations Association of Georgia
Agreement Officer's Representative (AOR): Nino Buachidze

II. Purpose of the Evaluation and Its Intended Use

The purpose of this mid-term performance evaluation is to determine the effectiveness of the activity to date and to provide recommendations on corrective actions and new directions for the remaining years of activity implementation and beyond.

The results of the evaluation will be used by USAID/Georgia to improve ongoing interventions in the area of national integration and tolerance by focusing on the activities that are most meaningful and critical for civic integration in Georgia. The audience of the evaluation will be USAID/Georgia and in particular it's Democracy and Governance (DG) office. The results of the study will be shared with local stakeholders (including the Ministry of Reintegration, partner NGOs, and the Ombudsman's Office), and other donors working in this area. Finally, evaluation results will also be used for reporting purposes to Washington-based stakeholders.

III. Evaluation Questions

The evaluation findings must be supported by evidence. The contractor must answer the following questions in the evaluation related to ANI: NGO-led youth work; minority rights advocacy; and, support for inclusive policy development.

NGO-led youth work: ANI encourages youth participation in civic life and building connections among young people that otherwise would have little contact with people outside of their communities and may remain relatively inactive in society. The activity focuses on both ethnic minorities and ethnic Georgians. The program provides training and practical experience in civic activism and helps young people build connections to youth in other regions of the country.

1. How effective has ANI been in developing a common understanding of national unity among youth? Has it been different for girls and boys?

Effectiveness in this question will be demonstrated by stakeholders' (primarily youth) perception of the activity and whether it has made changes in the following:
- youth engagement in local activism, tolerance related activities and cross-regional collaboration;
- youth participation in cultural exchanges; and
- any multiplier effect onto families, peers and/or the community.

2. Has ANI's approach of channeling youth-centered activities through local partners been an effective method?

Effectiveness in this question would be defined as the activity model meeting the original intention to:
- develop civil society capacity in outreach, constituency mobilization, and youth work; and,
- achieve sustainability[1] of local civic integration and youth activism by the end of the activity.

Minority rights advocacy: ANI conducts trainings and financially supports the monitoring and networking functions of the Council of Ethnic Minorities in the Public Defender's Office; supports the Tolerance Center of the Public Defender's Office to convene a permanent working group consisting of officials from relevant Government of Georgia (GOG) agencies and representatives from minorities' religious, political, civil society, and business communities to maintain open lines of communication among the groups and to provide feedback to the GOG as it continues its integration programs; and, supports NGOs to serve as a rapid reaction mechanism to address problems between citizens and the government.

3. How effective has ANI been in building the capacity of the Public Defender's Tolerance Center and the Council of National Minorities and Religions to:
- promote cultural and religious diversity;
- undertake effective fact-finding on minority-biased rights violations;
- advocate for minority rights;
- establish communication with the GOG on these issues; and,
- monitor and comment on minority-related state policies, programs and actions, and produce recommendations and advocate for effective solutions to related challenges.

Inclusive policy development: ANI supports efforts to improve communication between the GOG and civic groups representing ethnic minorities to help ensure that policy development and implementation processes utilize grassroots feedback from the minority community. Before the October 1, 2012, Parliamentary Elections, ANI supported the GOG on three minority-related issues: a) state reporting in response to Georgia's minority-related international commitments; b) extending civil society participation in minority-related policy discussions; and, c) drafting, reviewing, coordinating and consolidating state policed and actions. ANI continues these activities with the new GOG.

4. How did the change of government that followed the October 2012 elections influence ANI's programmatic effectiveness in support to the GOG on minority-related issues?

Where possible, the contractor must review actual progress toward achieving key expected results and identify accomplishments, delays, challenges, and their impact on the activity.

IV. Evaluation Methods

The evaluation design will be submitted by the contractor in response to the RFTOP and reviewed by USAID. The finalized evaluation design must be submitted to the Task Order Contracting Officer's Representative (TOCOR) three workdays prior to the team's arrival in country. The evaluation design must outline in detail what methods the contractor will use to prepare answers for each evaluation question. The evaluation design must include a detailed evaluation matrix (including the key questions, methods and data sources used to address each question and the data analysis plan for each question), draft questionnaires and other data collection instruments or their main features, known limitations to the evaluation design, a work plan, and a dissemination plan. The methodology section in the proposal should address strengths and weakness of the proposed methodology, and how the latter will be mitigated. This information together with the Mission's comments will be discussed in detail during the in-brief meeting with USAID. Unless exempted from doing so by the TOCOR, the design will be shared with country-level stakeholders as well as with the implementing partners for comment before being finalized. The work plan must include the anticipated schedule and logistical arrangements and delineate the roles and responsibilities of members of the evaluation team.

V. Evaluation Team

The evaluation must be conducted by a team composed by international and local experts. The contractor has to demonstrate that the proposed team members have sufficient expertise to carry out the task to a high standard. The contractor must justify and explain the proposed team configuration and distribution of roles among team members. The Team Leader (international) must have justifiable experience conducting evaluations and assessments in the democracy and governance sector including tolerance, ethnic, and civic integration fields. Experience with NGO development and youth NGOs will be an advantage. The expert should have a master's level education or higher in the field of political science, public policy, public administration, or other relevant field. Experience in Georgia and/or the Europe/Eurasia region is an advantage but is not required. Fluency in English language is required. The team leader will be responsible for the day to day management of the team, data collection and synthesis, presentations, and draft and interim/final report preparation.

The Evaluation Expert must have a demonstrated experience in planning and conducting evaluations using various data collection and analysis methodologies, preferable (not required) in the democracy and governance sector. The Evaluation Expert will be based in the U.S. and help the team with the evaluation design (methodologies and limitations in particular) and report writing.

A locally-hired expert must have demonstrated experience in civic integration processes in Georgia, particularly among ethnic minorities. Experience of participating as a team member in conducting USAID or other donor-funded activity assessments/evaluations will be an advantage. English language knowledge is a requirement. One of the experts should have demonstrated expertise in gender-related issues.

The contractor must provide information about the selected evaluation team members including their CVs and explain how they meet the requirements set forth in the evaluation SOW. All evaluation team members must be familiar with USAID's January 2011 Evaluation Policy.
All team members are required to provide to USAID a signed statement attesting to a lack of conflict of interest in relation to the ANI activity being evaluated. USAID may request an interview with any of the proposed evaluation team member/s via conference call/Skype or any other means available.

VII. Activity Documents for Review and Logistics

The ANI AOR, through the Mission's Democracy and Governance (DG) Office, will put the contractor in contact with its implementing partner and may provide help with organizing a small number of meetings, such as meeting with USG agencies, if needed. Relevant reports and other activity documentation will be provided by the Mission to the contractor prior to travel to Georgia. These documents include:

☐ Activity Description as is stated in the award;
☐ Implementing partners Quarterly Reports;
☐ Initial list of in-country contacts;
☐ Activity results framework;
☐ Performance Management Plan indicator tables;
☐ M&E plans submitted and approved by USAID;
☐ Other deliverables (expert reports, publications) produced by partner.

Prior to arriving to Georgia, the contractor may decide to interview USAID/E&E and USAID/DCHA officials in the United States, in addition to any other Washington-based experts as appropriate. The Mission will not be involved in arranging these meetings.

While in Georgia, the contractor will conduct most of the meetings in Tbilisi. Some meetings will require traveling to regions outside Tbilisi inhabited by ethnic minorities such as Samtskhe – Javakheti, Kvemo-Kartli, Shida Kartli (Gori), and Imereti (Kutaisi).

VIII. Deliverables

1. Detailed research (evaluation and/or assessment) design and the work plan for each task order: The research design must be an integral part of each proposal, and must explain in details methodologies that will be used to collect required information. For evaluations, the design must outline in details what methods the contractor will use to get answers for each evaluation question. The evaluation design must include a detailed evaluation matrix (including the key questions, methods and data sources used to address each question and the data analysis plan for each question), draft questionnaires and other data collection instruments or their main features, known limitations to the evaluation design, a work plan, and a dissemination plan. The refined design must be sent to the contract COR three days prior to research team's arrival in-country. This information together with the Mission's comments will be discussed in detail during the in-brief meeting with USAID and will be finalized per task order requirements. The work plan must include the anticipated schedule and logistical arrangements and delineate the roles and responsibilities of members of the evaluation team.

2. In brief with the mission: Within three (3) days of arrival in country, the contractor must present a design plan and a work plan. This will be a maximum of 15 minute presentation of how the questions asked in SOW will be answered. Prior to in brief research teams may have working meeting/s with the contract COR to agree all the details of the design.

3. Out brief: Prior to departure, the contractor must present an outline (in bullets, possibly in power point or as a handout) of the evaluation report with general findings, conclusions, and anticipated recommendations. This will be a maximum 15 minute presentation. Prior to out brief research teams may have working meeting/s with the contract COR to agree all the details of the report.

4. Outline of the report (in bullets, possibly in power point or as a handout to be presented at the out brief) including findings, conclusions and recommendations.

5. Draft Report: The contractor must submit a draft report within seven (7) working days of completing the out brief with USAID. This document should explicitly respond to the

requirements of the SOW, should answer the evaluation questions, be logically structured, and adhere to the standards of the USAID Evaluation Policy of January 2011 and the criteria to ensure the quality of the evaluation report. The report should follow USAID's template attached (Attachment 5).

6. Final Report[6]: The contractor must incorporate USAID's comments and submit the final report to USAID/Georgia within five (5) working days following receipt of comments on the draft report. Final evaluation report should follow USAID's template, and should not exceed 25 pages, excluding executive summary and annexes. The contractor will make the final evaluation reports publicly available through the Development Experience Clearinghouse at http://dec.usaid.gov within 30 calendar days of final approval of the formatted report with USAID consent. In case it is determined that the full report includes sensitive information, a revised/sanitized version will be produced and submitted to the DEC.

The evaluation final report should include an executive summary, introduction, background of the local context and the activities being evaluated, the main evaluation questions, the methodology or methodologies, the limitations to the evaluation, findings, conclusions, and recommendations and lessons learned (if applicable). The executive summary should be 3-5 pages in length and summarize the purpose, background of the activity being evaluated, main evaluation questions, methods, findings, conclusions, and recommendations and lessons learned (if applicable).

The evaluation methodology shall be explained in the report in detail. Limitations to the evaluation shall be disclosed in the report, with particular attention to the limitations associated with the evaluation methodology (e.g., selection bias, recall bias, unobservable differences between comparator groups, etc.) The annexes to the report shall include:

☐ The Evaluation Scope of Work

☐ Any "statements of differences" regarding significant unresolved difference of opinion by funders, implementers, and/or members of the evaluation team

☐ All tools used in conducting the evaluation, such as questionnaires, checklists, and discussion guides

☐ Sources of information, properly identified and listed

☐ Disclosure of conflicts of interest forms for all evaluation team members, either attesting to a lack of conflict of interest or describing existing conflict of interest.

7. All records from the evaluation. All quantitative data collected by the evaluation team must be provided in an electronic file in easily readable format agreed upon with the COR. The data should be organized and fully documented for use by those not fully familiar with the activity or the evaluation. USAID will retain ownership of the survey and all datasets developed.

ANNEX 2: EVALUATION MATRIX

	Research Questions & Sub-Questions	Key Areas of Enquiry	Data Sources	Data Collection Methods	Data Analysis
1	How effective has ANI been in developing a common understanding of national unity among youth? Has developing a common understanding of national unity differed between girls and boys? How effective has ANI been in developing a common understanding of tolerance among youth? Has developing a common understanding of tolerance differed between girls and boys? Effectiveness in this question will be demonstrated by stakeholders' (primarily youth) perceptions of the activity and whether it has made changes in youth engagement in local activism, levels of tolerance- and integration-related activities and cross-regional collaboration, youth participation in cultural exchanges; and whether any multiplier effects onto families, peers and/or the community are noted by the evaluation team.	Stakeholder (primarily youth) perceptions of ANI activities via project-collected scores Attitudes of young people Stakeholder (primarily youth) perceptions whether programs have changed youth: activism (locally); engagement in, tolerance-related activities; cross-regional collaboration; and participation in cultural exchanges Stakeholder perceptions on any multiplier effect onto families, peers and/or communities Gender and other	Activity documentation: quarterly reports, M&E plan and indicator tracking. Data from entry and exit surveys of youth participants ANI and Partner NGO staff Partner NGO documentation. 2011 Youth Study and external research reports and survey data Youth participants Officials and community leaders in targeted areas Social media records	Document review Key informant interviews with activity and partner NGO staff, and community members Focus groups with youth participants Targeted mini-surveys of youth participants	Analysis of targeted results, outputs, and outcomes Verification of ANI reporting Reporting of perceptions and experience of focus group participants Quantitative analysis of the results of the mini-survey, comparison to baseline survey and entry-exit surveys Chi-square tests of significance of difference in perceptions across gender among youth group members T-tests of significance to determine if years of membership and gender affects youth perceptions

	Research Questions & Sub-Questions	Key Areas of Enquiry	Data Sources	Data Collection Methods	Data Analysis
		systematic differences in perspectives			Critical synthesis and triangulation analysis of opinion data
2	Has ANI's approach of channeling youth-centered activities through local partners been effective? Effectiveness in this question would be defined as whether working with local partners: - Developed enduring positive connections and attitudes on diversity and tolerance among young people from different regions and backgrounds that participated in partner-led activities; - Developed local partner civil society capacity in outreach, constituency mobilization, and youth work in diversity and tolerance; and, - Appears to be on target to achieve sustainability of local civic integration and youth activism by the end of the activity.	Have ANI's local partners developed civil society capacity in outreach, constituency mobilization, and youth work? Are ANI's local partners likely to develop sustainable capacity to support local civic integration and youth activism by the end of the project? Are any changed youth attitudes likely to be sustainable?	Progress reports M&E documents ANI staff, Partner NGOs and grantee NGOs Partner NGO documentation. 2011 Youth Study, NGO Assessment and external research reports and survey data Ministry of Reintegration Officials and community leaders in targeted areas	Document review Key informant interviews with ANI, OSG, Partners Georgia and partner NGO staff Focus groups with youth participants Targeted mini-surveys of youth participants On-site observations of partner activities	Analysis of targeted results, outputs, and outcomes Verification of ANI reporting Quantitative analysis of the results of the mini-survey, comparison to baseline survey and entry-exit surveys Chi-square tests of significance of different activities engaged by gender Critical synthesis and triangulation analysis of opinion data
3	How effective has ANI been in building the capacity of the Public Defender's Tolerance Center and the Council of National Minorities and Religions to: - promote cultural and religious diversity; - undertake effective fact-finding on	Perceptions of capacity within institutions Perceptions of capacity within different key	Activity documentation (quarterly reports, M&E plan & results reporting) Council of National Minority (CNM)	Review of project reports, government and civil society monitoring reports, diversity.ge and tolerantoba.ge entries and other documents.	Analysis of targeted results, outputs, and outcomes Critical synthesis and triangulation analysis of opinion data

	Research Questions & Sub-Questions	Key Areas of Enquiry	Data Sources	Data Collection Methods	Data Analysis
	minority-biased rights violations; - advocate for minority rights; - establish communication with the GOG on these issues; - monitor and comment on minority-related state policies, programs and actions; and, - produce recommendations and advocate for effective solutions to related challenges? Effectiveness is whether ANI's work with Public Defender's Tolerance Center and the Council of National Minorities and Religions is recognized to have helped these two bodies promoting cultural and religious diversity, minority rights, and communication with government officials by GOG institutions, CSOs, and the public. Effectiveness also means whether ANI's support to these bodies has enabled them to better collaborate with civil society to address problems between citizens and governments.	constituencies (minority groups)	Monitoring reports and other documents Project and partner staff Public Defender, Tolerance Center staff, CNM/Council of Religions (CR) members, Ombudsman's office, State Ministry of Reintegration Civil society and thinktank representatives/experts International stakeholders such as ECMI and UNDP	Key informant interviews with staff of entities listed in previous column	
4	How did the change of government that followed the October 2012 elections influence ANI's programmatic effectiveness in supporting the GOG on minority-related issues? Effectiveness is whether ANI was able to	Assertions in program/partner/GOG reporting and planning Perceptions of program change from	Project documentation: Quarterly reports, M&E plan GOG (ANI assisted) reports	Review of progress reports, government and civil society monitoring reports. Key informant interviews with entities	Analysis of targeted results, outputs, and outcomes Critical synthesis and triangulation analysis of opinion data

	Research Questions & Sub-Questions	Key Areas of Enquiry	Data Sources	Data Collection Methods	Data Analysis
	adapt its programming and establish core relationships following the elections in a way that allowed for the project to continue its activities with GOG institutions in a manner consistent with its original objectives. Effectiveness is also whether informants can identify particular aspects of policy influenced by project-supported mechanisms and activities, both before and after the elections.	key stakeholders	Project staff Public Defender, Ministry of Reintegration staff, members of Civic Integration and Tolerance Council under the President (CITC), Ministry of Education and Science, think tanks, NGOs, donors, and international organizations involved in the field. Former government officials in relevant positions.	listed in previous column	

ANNEX 3: LIST OF PERSONS INTERVIEWED

Category of Informant (and # of people interviewed)	Institution/Organization	Informant Name and Position
Project Donor (2)	USAID	**Nino Buachidze,** Program Management Specialist, of ANI Project Contracting Officer's Representative (COR)
		Keti Bakradze, Senior Civil Society and Media Advisor
Project Implementing Agency (6)	UNAG	**Ramaz Aptsiauri**, ANI Chief of Party
		Rusudan Chanturia, ANI Deputy Chief of Party
		Anna Buianova, ANI Youth Component Officer
		Otto Kantaria, Chief Officer for Programs and Development Unit
		Maka Chichua, ANI Media Production Coordinator
		Iliko Natsvaladze, Western Georgia Representative
Project Partners (7)	Partners-Georgia	**Sofiko Shubladze,** Director
	Open Society Georgia Foundation	**Khatuna Ioseliani** Civil Society Programs Director, AND **Konstantine Peradze** Civic Integration Program Coordinator
	Public Defender's Office including Tolerance Center	**Beka Mindiashvili**, Head of Tolerance Center
		Mariam Gavtadze, Coordinator at Tolerance Center, focused on Council of Religions
		Nino Bolkvadze, Coordinator for ANI Support to PDO
		Madona Basiladze, PD Representative for Goria, Racha-Lechkhumi, and Imereti regions
Youth Center Host NGOs and Sub-Grantee NGOs (14)	ALPE Foundation, host of YC in Tbilisi at Ilia State University	**Zurab Guntsadze**, Director of ALPE, **Merab Basilaia**, Program Director, and **Ivlita Lobjanidze**, YC Coordinator
	Marneuli Youth Center, host of YC in Marneuli	**Emin Akhmedov**, former Coordinator of ANI Youth Center
		Rena Nurmamedova, Director of MYC and current Coordinator of ANI YC
	Union of Democratic Meskhs (UDM), host of YCs in Akhaltsikhe and Akhalkalaki	**Gia Anguladze**, Director of UDM
		Natia Gelashvili, Coordinator of Akhaltsikhe Youth Center

Category of Informant (and # of people interviewed)	Institution/Organization	Informant Name and Position
		Shorena Tetvadze, Coordinator of Akhalkalaki Youth Center
	Kutaisi Center for Education Development and Employment (KEDEC), host of YC in Kutaisi	**Natia Namicheishvili**, Director
		Eka Arveldze, Coordinator of Youth Center
	Gori Center for People with Disabilities, host of YC in Gori	**Tina Shalamberidze,** Director
		Pikria Gelashvili, Coordinator of Youth Center
	Center for Civil Integration and Inter-Ethnic Relations (CCIIR)	**Shalva Tabatadze,** Chairman of Board
	Analytical Centre for Interethnic Cooperation (ACICC)**,** member of Council of National Minorities	**Agit Mirzoev,** Executive Director
Government Officials (9) (current and former)	Civic Integration and Tolerance Council (under the President)	**Tamar Kintsurashvili**, Chair of CITC, and Deputy Secretary of Office of National Security Council
	State Ministry for Reintegration	**Tina Gougeliani**, Head of Civic Integration Department
	State Ministry of Reintegration	**Irakli Porchkidze,** former First Deputy Minister (currently Vice President of Georgian Institute for Strategic Studies)
	Ministry of Education and Science (National Center for Teacher Professional Development)	**Mako Chilashvili,** Coordinator of Teaching English as a Second Language Program
	Marneuli Municipal Government	**Ramil Isamoilov**, Deputy Head
	Kutaisi Municipal Government	**Vova Bukhaidze**, Head of youth and sports department
	Akhaltsikhe Municipal Government	**Marine Gogoladze,** Cultural Specialist, and **Maia Skhirtladze,** Sport and Youth Specialist
	Gori Municipal Government	**Nino Tsetsvadze**, Deputy Head
International community (6)	European Center for Minority Issues (ECMI)	**Ewa Chylinski**, Regional Director
	USAID Applied Civic Education and Teacher Training Program (ACETT, implemented by Project Harmony International)	**Marina Ushveridze**, Director
	USAID Center for Civic Engagement, Marneuli	**Mariam Samkharadze**, Coordinator
	USAID Center for Civic Engagement, Kutaisi	**Nino Bibilshvili**, Coordinator

Category of Informant (and # of people interviewed)	Institution/Organization	Informant Name and Position
	World Vision International, Kutaisi and Akhaltsikhe	**Diana Janashia,** Economic development project in Imereti region – youth sub-component
		Kakha Gorgadze, Director for Samtskhe-Javakheti Region
Other CSOs (9)	Multi-Ethnic Georgia, Tbilisi (member of Council of National Minorities)	**Arno Stepanyan,** Director
	Civil Development Agency (CiDA), Tbilisi	**Nino Chitorelidze**, Project Manager
	Charity Humanitarian Center – Abkhazeti, Gori	**Iamze Gochashvili** – Coordinator of the livelihood and development program, and **Marto Bibilashvili** – Coordinator of youth clubs
	Biliki Association, Gori	**Lia Gorelashvili**, Deputy Director
	Marneuli Youth Center (different NGO with same name as ANI host NGO)	**Nargiz Nabieva**, Director
	Georgian-Azeri Youth Unity (member of Council of National Minorities)	**Leila Mamedova,** Director (also Public Defender Representative in Marneuli)
	Akhaltsikhe Youth Center (NGO implementing ACETT)	**Maka Sudadze**, Head of Program
	Education and Universe (NGO in Kutaisi)	**Iveta Shalamberidze**
Media (4)	Georgia Public Broadcaster	**Giorgi Gugushvili**, Host of "Our Yard" talk show
	Media Development Foundation (ANI small grant recipient)	**Tamar Khorbaladze,** Executive Director and **Keti Mskhiladze**, Founder
	Southern Gate Newspaper, Akhaltsikhe	**Nino Narimanishvili**
Youth Center members (10)	Tbilisi Youth Center	**Aleksi Shashviashvili** (formerly of Telavi YC)
	Marneuli Youth Center	**Aysun Nabieva and Ramil Kalayev**
	Akhalkalaki Youth Center	**Tigran, Martin and Vartan**
	Akhaltsikhe Youth Center	**Shota Narimanishvili and Seda Saparyan**
	Kutaisi Youth Center	**Natia Abuladze and Giorgi Okribelashvili**
School Civics Clubs (supported by ACETT) (10)	Marneuli	**Nargiz Babieva** (teacher)
		Teona, Shura, and Tamuna (students)
	Akhaltsikhe	**Tama Chapchadze** (teacher)
		Giorgi and Mari (students)

Category of Informant (and # of people interviewed)	Institution/Organization	Informant Name and Position
	Kutaisi	**Lali Ushveridze** (teacher)
		Tekla Meburishvili and Gurab Liluashvili (students)
Total people interviewed: 76 **Total number of interviews: 62**		

ANNEX 4: LIST OF DOCUMENTS REVIEWED

I. USAID documents

- RFA-114-11-000002
- Cooperative Agreement AID-114-A-11-00002 for ANI Project
- ANI Project Description
- USAID Evaluation Policy
- USAID Evaluation Report Template

II. ANI Documents

- ANI Branding Strategy and Marking Plan
- Baseline Survey: 2011 Youth study report with presentation file
- Quarterly Progress Reports for Years 1 and 2
- Work plans (narrative) and detailed implementation plans for Years 1 and 2
- Monitoring and Evaluation Plans, Years 1 and 2
- Operational Plans, FY12 and FY13
- Performance Plan and Report FY12 and FY13
- Performance Indicator Reference Sheets for ANI indicators
- Terms of Reference for collaboration with ANI partners
- Progress reports submitted by ANI partners
- ANI Publications, including:
    a. NCAP Assessment by Columbia University Team,
    b. Youth NGO Assessment (Georgian only),
    c. Italian Yard/Our Yard viewership assessment (Georgian only)
- Weekly updates submitted to USAID for bi-weekly newsletter
- Map and List of NGO Partners
- Terms of Reference for MoUs with Youth Center host NGOs
- Calls for sub-grant proposals and list of sub-grant recipients
- Baseline, Entry and Midline Survey Questionnaires
- Preliminary Analysis of Midline Survey Results
- Other Reports: summer school reports, exchange program snapshots

III. Other Documents

- NITG Final Report
- Government Policy Documents & Reports:
    a. National Concept for Tolerance and Civil Integration (NCAP)
    b. NCAP reports by government for 2010, 2011 and 2012
    c. Government report under the Council of Europe Framework Convention for Protection of National Minorities, 2012
- NCAP Monitoring: civil society monitoring report 2010-11, produced by PDO
- Assessment of Civic Integration of National Minorities, USAID et al, 2010
- Newsletters produced and disseminated by the Council of National Minorities
- "Multi-ethnic Society in Georgia", Report on Survey in Kvemo Kartli and Samstkhe Javakheti, Civil Development Agency, 2011
- Media monitoring reports, produced by Media Development Foundation in 2013

IV. Websites

- Tolerantoba.ge
- Civil.ge
- Diversity.ge
- UNAG (una.ge)
- USAID/Caucasus
- ACETT program (ph-int.org/what_we/pr171/)
- Caucasus Research Resource Centers (crrc.ge) including online database for Caucasus Barometer for Georgia 2011 and EU Survey for Georgia 2011

- ANI Youth Network Facebook page
- European Center for Minority Issues (ecmicaucasus.org/)

ANNEX 5: ILLUSTRATIVE QUESTIONNAIRES FOR KEY INFORMANT INTERVIEWS AND FOCUS GROUP DISCUSSIONS

A. Interview Questions for Host NGOs (Youth Centers)

General Results/Challenges

1. Tell me about your Youth Center generally – who is involved, who works there, how often do the members attend, what happens on a daily basis there? Have you noticed a lot of interest among university students, or have you had to work to attract members?
2. How would you describe the purpose of the Youth Center? How much do the members understand that purpose? Is it talked about often, or just once in a while?
3. How would you describe the collaboration between your organization and ANI Project, in general? Have your expectations as an organization been met?
    a. What have been the positive aspects of that collaboration? What about any difficulties?
4. Have there been any difficulties in the setup and management of the YC with the resources that you have available? If so, how could the situation be improved? What are your other assets and resources for the YC?
5. What have been the most useful/popular activities of the YC? What kind of training or other types of capacity building activities have been organized so far? What is your view of them – useful? How did the students react? Any change in the participants?
6. Have the YC and its activities had any effect on the general student population? Or perhaps beyond the university? For parents or other adults?
    a. If yes, which specific activities have affected individuals beyond the immediate members or leaders of the YC? Do you think those activities have made a difference in the attitudes or behavior of those people? Why or why not?
    b. If not, what could be done to widen the effect of the YC in the community?

Support to NGOs

7. Has the ANI Project provided any support to strengthen your organization and its personnel? What kind of support? Was it useful? How do you know? What effect have you observed? (Probe for specifics—esp. related to outreach to public, mobilization of youth, and diversity/tolerance.)
8. How do you see the future of the Youth Centers and youth-related work of the host NGOs, once this Project is completed?
    a. How might you and other NGOs be able to carry on the work with youth (either similar activities or in a different way)? Is there a need to build links with other institutions – government or non-government?
9. Has the Project done any work on coalition-building or networking among NGOs working in areas related to the Project?
    a. Do you see this as important? If so, how could the Project better support coalitions or similar collaborations among NGOs?
10. What additional support does civil society need to work more effectively to promote tolerance and national integration?

Youth Engagement

11. One of the key pillars of this Project is the engagement of young people from various regions in civic activism/engagement in a wide range of thematic areas (including some tolerance/integration activities). How do you see this strategy as a means of advancing the overall goal of better "civic integration" in Georgia? What are its strengths and weaknesses?
12. Which activities have been most effective in mobilizing youth to engage in their communities and to increase their appreciation of diversity (other cultures, disabled, etc.)? Why do you think so? Which have been less effective?
13. The activities of the YCs are very diverse, and many seem to be "one-off" in nature (ex. celebration of a day in honor of a certain issue). Does this raise any potential difficulties for their effectiveness? Should YCs be more focused on certain issues relevant to the project, or on ongoing campaigns around specific issues?

14. Although the YCs are expanding steadily, the total number of youth involved is still just over 2000—which is very few when considering the entire population of young people in the country. Is it possible for a project of this relatively small scale to have a real impact on the attitudes and behavior of Georgian youth in general? How could the effects be spread to the wider population?
    a. Is there a different approach that might have more impact—for example, by focusing resources on certain activities or regions? By having more YCs with less activities? By using social media more effectively?

Other

15. One of the Project objectives was to raise public awareness of diversity, via social media, television shows, production of short videos, etc. How effective have those activities been up to now? Why do you think so (any evidence?)
    b. What have been the major challenges? (Probe into difficulties with GPB)
    c. How could the Project be more effective in this area? Do you think more focus on awareness would be useful?
16. Are there other organizations or projects working with youth in this town or nearby area? What kind of activities/services do they offer? Did you ever cooperate with those organizations? Was there any overlap or confusion?
17. Do you believe that girls and boys have had equal chances to participate in (and benefit from) the Youth Center? Has the YC made any special efforts to reach out to and include females – in NGOs, among youth, in government, etc.? (Probe about why many more girls than boys are involved in YCs.)

General/Recommendations

18. If you found out about a problem related to ethnic or religious minorities in your community, what would you do? Where could you go for help? Do you see it as part of your role to take some action in these cases? Why or why not?
19. Does your NGO/YC have any links with the CNM or CR? Can you describe briefly what their role is? (Testing for awareness and links among project components). Do NGOs need better links with national mechanisms such as CNM and CR? How could that be achieved?
20. Generally, what do you consider to be the most important achievements of the Project as a whole since 2011? (Probe for specifics and reasons.)
21. Considering the whole picture of promoting tolerance, national integration and youth engagement, which Project strategies and activities were most useful? Why?
    a. Which activities have been the least useful? Why? (Probe to see if anything harmful or negative)
22. What have been the major challenges or obstacles to achieving the objectives of the Project? (Probe for internal factors, such as process or implementation difficulties, design of the Project, as well as external factors such as lack of government cooperation.)
23. What recommendations do you have for the next two years of the Project? For future USAID programming in tolerance, national integration and management of diversity in Georgia?

B. Questions for Youth Center Participants

1. What were the reasons you joined the Youth Center? Has the YC met your expectations?
    a. Are there any other similar clubs or groups in this area? And are you involved in them? Were you before?
    b. How is this Club different?
2. What is your opinion on the types of activities offered by your Youth Center?
    a. Are these activities useful in some way in your lives? If yes, which ones? If no, why not?
    b. In what activities have you participated in the last month or two? What did you think about them? Did you ever participate in this kind of activity before?
3. Has anything changed in your lives since you started to participate in the YC? In the way you think or act?
    a. If yes, what has changed and were the changes good or bad?
    b. If no, what is the reason for no change?

4. Have the YC and its activities had any effect on the wider community in your area? For youth that have not participated? For your parents or other adults?
    a. Which specific activities have affected people beyond the members of the YC?
    b. Do you think those activities have made a difference in the thinking or actions of those people? Why or why not?
    c. If YC activities have not had any effects on those people, what could be done to widen the effect of the YC in your community?
5. What do you think of the NGO that has organized the YC your area?
    a. Have there been any difficulties in the management of the YC or has it been well run? Please explain. What, if anything could have been done better?
    b. Have the organizers been responsive to your needs and interests?
    c. Did you have opportunities to provide feedback on how to improve management or program activities? If yes, were any changes made as a result?
6. Does the YC promote civic activism? What kind of activities? What do you think is the purpose of those activities? Do you think they are a good idea? Why or why not?
7. What does the word "tolerance" mean to you?
    a. Is tolerance important for you? Why?
    b. For others such as your family and friends? Your country? Why?
    c. Is your idea of tolerance different from that of your parents or others in your community? In what way? What has caused this difference?
    d. Has the YC organized any activities to increase tolerance?
8. What do you think about national integration/unity? What does it mean to you? And is it important?
    a. Is your idea of national unity different from that of your parents or others in your community? In what way? What has caused this difference?
    b. Has the YC organized any activities to promote national unity?
9. What recommendations would you make for future activities of the Youth Centers? Of the ANI Project generally? What other kinds of initiatives would help to promote youth engagement, tolerance and national unity?

C. Guide for Focus Group Discussions

1. Please introduce yourself, where do you come from, and what do you do?
2. What were the reasons you joined the Youth Club [NAME OF YC] and what did you hope to accomplish as a member? Did the YC meet your expectations?
    a. Are there any other similar clubs or groups in your town? If yes, how is this Club different?
    b. What are the main reasons why other youth in your community have not joined the youth club (NAME OF YC)? Do they know about its existence and are not willing to join? If yes, why not?
3. From the different types of Youth Club activities offered by your club which have been most useful?
    a. Which activities have contributed to changing your life or the way you think?
4. What does the word "tolerance" mean to you? And is it important?
    a. Is your perception of tolerance different from that of your parents or others in your community? In what way? What has caused this difference in perception? If there is no difference why not?
    b. What additional activities could the YC undertake to strengthen tolerance in your community?
5. What does the word national unity mean to you? And is it important?
    a. Is your perception of national unity different from that of your parents or others in your community? In what way? What has caused this difference in perception?
    b. What additional activities could the YC undertake to strengthen national unity?
6. What does the word civic activism mean to you? And is it important?
    a. Is your perception of national unity different from that of your parents or others in your community? In what way? What has caused this difference in perception?
    b. What additional activities could the YC undertaken to strengthen civic activism?

7. Have the YC and its activities had any effect on the wider community in your area? For youth that have not participated directly? For your parents or other adults?
    a. Which specific activities have affected individuals beyond the immediate members or leaders of the YC?
    b. If YC activities have not had any noticeable effects on the wider community what could be done to widen the effect of the YC in the community? In which specific areas?
8. What do you think of the NGO [NAME OF THE SPECIFIC NGO] that has organized the YC your area? Has the YC been well organized? What, if anything could have been done better?
    a. Did you have opportunities to provide feedback on how to improve management or program activities? If yes, were any changes made as a result?

ANNEX 6: MINI-SURVEY QUESTIONNAIRE

DEMOGRAPHIC INFORMATION about a respondent

	Respondent ID	
	Interviewer code:	
	Settlement:	_____

Q1. Gender

female	1
male	2

Q2. Indicate your age

_____

Q3. To which ethnic group do you belong?

Georgian	1
Armenian	2
Azeri	3
Russian	4
Greek	5
Abkhazian	6
Osethian	7
Kurd	8
Ukrainian	9
Jewish	10
Other (indicate)	11

Q4. To which religious group do you belong?

Orthodox Christian	1
Catholic	2
Muslim	3
Protestant	4
Jewish	5
Follower to the Armenian Church	6
I do not follow any of the religious	7
Other	8

Q5. Please, indicate your highest level of education

Primary school (1 to 9 grades)	1
Secondary / High school student (10 to 12	2

grades)	
Technical university	3
High education (BA/MA)	4
Other (please specify)	7

Q6. What language do you mostly speak at home?

Georgian	1
Russian	2
Armenian	3
Azeri	4
Other	5

Q7. Do you speak Georgian?

Georgian is my native language	5
Yes, completely (I can freely speak, read and write)	4
I can speak, communication	3
I can understand all but can't speak	2
I can hardly understand, I can't speak	1
I do not speak at all	0

YOUTH INTEGRATION QUESTIONS

Q8. For how long have you been a member of the YC *[**Interviewer Notes**: put "0" in the corresponding field if respondent names only years or month. Put "-1" if respondent can't answer, or "-2" refuses to answer the questions]*

Month: _____ Year: _____

Q9. On a scale of 1 to 5 where 1 = cannot influence, and 5 = can influence, do you think that youth in your city can or cannot influence different aspects of public life? Please indicate a scale between 1 to 5 (1 = cannot influence; 5 = can influence) for the following statements

Statement	Scale	Can't answer	No answer
a. Students of my school/university can influence the school/university life		-1	-2
b. I can positively influence the local issues together with other members of the society		-1	-2
c. My peers can influence city public life		-1	-2
d. I can positively influence the challenges that are faced by the public		-1	-2
e. I can influence my own life		-1	-2

Q10. How would you define civic activism? ***[Interviewer Notes****: Put "-1" if respondent can't answer, or "-2" refuses to answer the questions****]***

Q11. How frequently do you discuss the following issues with your friends?

	A lot	Somewhat	Not at all	Can't answer / don't know	Refused to answer
Fun plans – where to go, what to see	**1**	**2**	**3**	**-1**	**-2**
Education	**1**	**2**	**3**	**-1**	**-2**
Social networking sites	**1**	**2**	**3**	**-1**	**-2**
Movies, theater	**1**	**2**	**3**	**-1**	**-2**
Sport	**1**	**2**	**3**	**-1**	**-2**
Fashion	**1**	**2**	**3**	**-1**	**-2**
Human rights	**1**	**2**	**3**	**-1**	**-2**
Democracy	**1**	**2**	**3**	**-1**	**-2**
Environment	**1**	**2**	**3**	**-1**	**-2**
Politics	**1**	**2**	**3**	**-1**	**-2**
Religion minorities	**1**	**2**	**3**	**-1**	**-2**
Gender rights	**1**	**2**	**3**	**-1**	**-2**
Ethnic minorities	**1**	**2**	**3**	**-1**	**-2**
Sexual minorities	**1**	**2**	**3**	**-1**	**-2**

Q12. Please tell us if the following statements are (1) not at all true, (2) hardly true, (3) moderately true, (4) exactly true. ***[Interviewer Notes****: Put "-1" if respondent can't answer, or "-2" refuses to answer the questions]*

	1 Not at all true	2 Hardly true	3 Moderately true	4. Exactly true
I can always manage to solve my problems if I try hard enough				
If someone opposes me, I can find the means and ways to get what I want				
I am certain I can accomplish my goals				
I am confident that I can deal effectively with unexpected events				
Thanks to my resourcefulness, I can handle unforeseen events				
I can remain calm when facing difficulties, because I can rely on my coping abilities				
When I am confronted with a problem, I can find several solutions				
If I am in trouble, I can think of a good solution				
I can handle whatever comes my way				

Q13. How well are youth in your region connected with other regions?

No contacts	1
Weak contacts	2
Some contacts	3
Strong contacts	4
Don't know	-1
No Response	-2

Q14. What are the key factors that create obstacles to strong connection between you and your peers from other regions?

Youth indifference	1
Roads/transportation	2
Language barrier	3
Youth attitudes towards their peers in other regions	4
Don't find it important	5
Ethnic origin	6
Religious belonging?	7
Don't know	-1
No response	-2

Q15. Who are more successful in your region? Boys or girls?

Girls	1	
Boys	2	
Both equally	3	**→Q17**
Don't know	-1	
No response	-2	

Q16. What are the factors that cause this gender to be more successful? (check all that apply)

1. Social attitude	1
2. Family tradition	2
3. Personal opportunities	3
4. Degree of Activeness	4
5. Natural capability	5
6. Other (specify)	6
7. Don't know	-1
8. No response	-2

Q17. On a scale of 1 to 5 where 1 = totally disagree and 5 = totally agree please tell us if you totally disagree or totally agree with the following statements regarding ethnic minorities in Georgia. *[**Interviewer Notes**: Put "-1" if respondent can't answer, or "-2" refuses to answer the questions]*

Statement	Scale
1. Ethnic minority issues are addressed by the government	
2. People of different religions have different values	
3. Religious minority rights are addressed by the government	
4. Ethnic Georgian and ethnic minority values are very different	
5. Ethnic minorities have bigger political power in ethnic minority regions that they should have	
6. Ethnic Georgians do not have enough respect for ethnic minorities	
7. Ethnic minorities do not have enough respect for ethnic Georgians	
8. People of different religions do have enough respect for each other	
9. Ethnic Georgians and ethnic minorities cannot understand each other	
10. It is hard to imagine a friendship between people of different religions	
11. People of different religions cannot understand each other	

Q18. On a scale of 1 to 5 where 1 = totally disagree and 5 = totally agree please tell us if you totally disagree or totally agree with the following statements about relationships between ethnic Georgians and ethnic minorities *[**Interviewer Notes**: Put "-1" if respondent can't answer, or "-2" refuses to answer the questions]*

Statement	Scale

1. Youth are poorly aware of the traditions and lifestyles of people of different ethnic origins	
2. Ethnic Georgian and ethnic minorities are not friendly with each other	
3. Exchange of mockery happens frequently	
4. Physical offenses happen frequently	
5. Verbal insults happen frequently	

Q19. In which language do you receive most of your information? Check all that apply.

Georgian	1
Russian	2
Armenian	3
Azerbaijani	4
Ossethian	5
English	6
Other (please specify)	7

Q20. Can you access the internet from home?

Yes	1
No	0
Don't know	-1
No answer	-2

Q21. Do you think that every citizen must have knowledge of the state language?

Yes	1	
No	0	**→Q23**
Don't know	-1	
No response	-2	

Q22. Why is it important for ethnic minorities to know the Georgian language? (check all that apply)

	Yes	**No**
1. For communication with ethnic Georgian population	1	0
2. Education	1	0
3. To feel like a real citizen of the country	1	0
4. Participate in society	1	0
5. Employment	1	0
6. To access information	1	0
7. For public service	1	0
8. Trade	1	0
9. Don't know / can't answer	-1	
10. No response	-2	

Q23. Comments

_____

_____

ANNEX 7: DISCLOSURE OF CONFLICTS OF INTEREST

Disclosure of Conflict of Interest for USAID Evaluation Team Members

Name	Melanie Reimer
Title	Team Leader
Organization	ME & A
Evaluation Position?	[X] Team Leader [ ] Team Member
Evaluation Award Number *(contract or other instrument)*	Task Order AID-114-I-13-00001/AID-114-TO-14-00001
USAID Project(s) Evaluated *(Include project name(s), implementer name(s) and award number(s), if applicable)*	Advanced National Integration (ANI) Project, UN Association Georgia
I have real or potential conflicts of interest to disclose.	[ ] Yes [X] No
If yes answered above, I disclose the following facts: *Real or potential conflicts of interest may include, but are not limited to:* *1. Close family member who is an employee of the USAID operating unit managing the project(s) being evaluated or the implementing organization(s) whose project(s) are being evaluated.* *2. Financial interest that is direct, or is significant though indirect, in the implementing organization(s) whose projects are being evaluated or in the outcome of the evaluation.* *3. Current or previous direct or significant though indirect experience with the project(s) being evaluated, including involvement in the project design or previous iterations of the project.* *4. Current or previous work experience or seeking employment with the USAID operating unit managing the evaluation or the implementing organization(s) whose project(s) are being evaluated.* *5. Current or previous work experience with an organization that may be seen as an industry competitor with the implementing organization(s) whose project(s) are being evaluated.* *6. Preconceived ideas toward individuals, groups, organizations, or objectives of the particular projects and organizations being evaluated that could bias the evaluation.*	

I certify (1) that I have completed this disclosure form fully and to the best of my ability and (2) that I will update this disclosure form promptly if relevant circumstances change. If I gain access to proprietary information of other companies, then I agree to protect their information from unauthorized use or disclosure for as long as it remains proprietary and refrain from using the information for any purpose other than that for which it was furnished.

Signature	Melanie Reimer MReimer
Date	11 December 2013

Disclosure of Conflict of Interest for USAID Evaluation Team Members

Name	Natia Gorgadze
Title	Local expert
Organization	ME & A
Evaluation Position?	☐ Team Leader ☒ Team Member
Evaluation Award Number *(contract or other instrument)*	AID-114-I-13-00001/AID-114-TO-14-00001
USAID Project(s) Evaluated *(Include project name(s), implementer name(s) and award number(s), if applicable)*	ME&A (Mendez England & Associates
I have real or potential conflicts of interest to disclose.	☐ Yes ☒ No
If yes answered above, I disclose the following facts: *Real or potential conflicts of interest may include, but are not limited to:* *1. Close family member who is an employee of the USAID operating unit managing the project(s) being evaluated or the implementing organization(s) whose project(s) are being evaluated.* *2. Financial interest that is direct, or is significant though indirect, in the implementing organization(s) whose projects are being evaluated or in the outcome of the evaluation.* *3. Current or previous direct or significant though indirect experience with the project(s) being evaluated, including involvement in the project design or previous iterations of the project.* *4. Current or previous work experience or seeking employment with the USAID operating unit managing the evaluation or the implementing organization(s) whose project(s) are being evaluated.* *5. Current or previous work experience with an organization that may be seen as an industry competitor with the implementing organization(s) whose project(s) are being evaluated.* *6. Preconceived ideas toward individuals, groups, organizations, or objectives of the particular projects and organizations being evaluated that could bias the evaluation.*	

I certify (1) that I have completed this disclosure form fully and to the best of my ability and (2) that I will update this disclosure form promptly if relevant circumstances change. If I gain access to proprietary information of other companies, then I agree to protect their information from unauthorized use or disclosure for as long as it remains proprietary and refrain from using the information for any purpose other than that for which it was furnished.

Signature	
Date	15.01.2014

Disclosure of Conflict of Interest for USAID Evaluation Team Members

Name	Ritu Nayyar-Stone
Title	Senior Research Associate
Organization	ME & A
Evaluation Position?	☐ Team Leader ☒ Team Member
Evaluation Award Number *(contract or other instrument)*	RFTOP No. SOL-114-13-000008
USAID Project(s) Evaluated *(Include project name(s), implementer name(s) and award number(s), if applicable)*	Mid-Term Performance Evaluation Of USAID/Caucasus Advancing National Integration Project (ANI) In Georgia
I have real or potential conflicts of interest to disclose.	☐ yes ☒ no
If yes answered above, I disclose the following facts: *Real or potential conflicts of interest may include, but are not limited to:* *1. Close family member who is an employee of the USAID operating unit managing the project(s) being evaluated or the implementing organization(s) whose project(s) are being evaluated.* *2. Financial interest that is direct, or is significant though indirect, in the implementing organization(s) whose projects are being evaluated or in the outcome of the evaluation.* *3. Current or previous direct or significant though indirect experience with the project(s) being evaluated, including involvement in the project design or previous iterations of the project.* *4. Current or previous work experience or seeking employment with the USAID operating unit managing the evaluation or the implementing organization(s) whose project(s) are being evaluated.* *5. Current or previous work experience with an organization that may be seen as an industry competitor with the implementing organization(s) whose project(s) are being evaluated.* *6. Preconceived ideas toward individuals, groups, organizations, or objectives of the particular projects and organizations being evaluated that could bias the evaluation.*	

I certify (1) that I have completed this disclosure form fully and to the best of my ability and (2) that I will update this disclosure form promptly if relevant circumstances change. If I gain access to proprietary information of other companies, then I agree to protect their information from unauthorized use or disclosure for as long as it remains proprietary and refrain from using the information for any purpose other than that for which it was furnished.

Signature	Ritu Nayyar-Stone
Date	12/19/2013