



**USAID**  
FROM THE AMERICAN PEOPLE

# DCHA/PPM LEARNING AND TRAINING SUPPORT QUARTERLY REPORT

**JANUARY 31, 2013**

This publication was produced for review by the United States Agency for International Development. It was prepared by Management Systems International.

# DCHA/PPM LEARNING AND TRAINING SUPPORT QUATERLY REPORT



600 Water Street, SW, Washington, DC 20024, USA  
Tel: +1.202.484.7170 | Fax: +1. 202.488.0754  
[www.msiworldwide.com](http://www.msiworldwide.com)

Contracted under AID-OAA-I-10-00002, Order No:AID-OAA-TO-10-00053

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

## **DISCLAIMER**

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

## OVERVIEW

This quarterly report covers the first quarter of fiscal year 2013 (Oct 1, 2012 through Dec 31, 2012). The contract is in its third year of performance and runs through September 30, 2013.

MSI is the prime contractor on the DCHA/PPM Learning and Training Support Task Order (TO). Under this TO, MSI supports USAID's DCHA Bureau in their learning and training activities as well as analysis through training curriculum design and delivery, assessing learning through evaluation, and knowledge management through dissemination of electronic information and e-learning. In the area of knowledge management and e-learning, MSI is supported by its subcontractor, CAMRIS. A number of activities took place during the first quarter of year three of this contract including: 1) Delivery of the Crises, Stabilization and Governance (CSG) course in Kiev, Ukraine, 2) Logistical support for the Conflict 102 Workshop in Washington, DC and 3) Logistical and technical support for the Democracy, Conflict, and Humanitarian Assistance (DCHA) Essentials course in Washington, DC.

Other ongoing activities include continued maintenance of the DCHA Professional Development and Learning portal (DCHA PD&L), planning for the regional AFR-DCHA State of the Art (SOTA) conference, curricula design support for CMM's course on Gender & Conflict, support to revise CMM's Advanced Conflict Assessment training, and analytical support for CMM's guide on conflict sensitive programming.

Table 1 provides an updated list of trainings that have been held since the start of this contract as well as number of participants trained.

DCHA/PPM Courses	Location	Participant Description
Crisis, Stabilization and Governance (CSG)	Kiev, Ukraine	<b>7 participants:</b> 6 from Field Missions (Bosnia, Moldova, Rwanda, and Ukraine) and 1 from an implementing partner. Gender Breakdown: 5 female and 2 male.
Democracy, Conflict, and Humanitarian Assistance (DCHA) Essentials	Washington, DC	<b>20 Participants:</b> 20 from USAID Bureaus: 18 from DCHA, 1 from the Administrator's office, and 1 from the Executive Secretariat. Gender Breakdown: 13 female and 7 male.
DCHA/CMM Courses	Location	Participant Description
Conflict 102	Washington, DC	<b>20 participants:</b> 19 from USAID Bureaus: 9 from DCHA, 2 from Africa, 1 from Asia, 1 from M, 1 from PPL, 1 from BFS, and 1 from E3. 3 participants Field Missions (Afghanistan, Indonesia, and Sudan) and 1 participant from a partner agency (ADF) Gender Breakdown: 9 female and 11 male.

TOTALS		
3 Courses Delivered	1 International Training 2 DC-based trainings	47 participants trained: 57% female and 43% male, 10 from field missions, 28 from the DCHA Bureau, 8 from other USAID Bureaus and 1 from a partner agency (ADF).

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

## Highlights

- Hosted a Democracy, Conflict, and Humanitarian Assistance (DCHA) Essentials Course in Washington, DC (October 16 – 18);
- Compiled and assessed DCHA Essentials Course participant evaluations;
- Successfully conducted the Crises, Stabilization and Governance (CSG) Course in Kiev, Ukraine (December 10 – 14);
- Analyzed CSG course participant feedback and submitted recommendations for design and implementation of future iterations;
- Effectively organized and hosted one iteration of the Conflict 102 Course in Washington, DC (November 19 – 20);
- Compiled and analyzed participant feedback and submitted recommendations for Conflict 102 course curriculum as well as design and implementation;
- Continued planning process for the DCHA Regional Workshop to take place in Dar es Salaam, Tanzania;
- Continued to monitor and upgrade the DCHA Professional Development and Learning Portal;
- Curriculum continues to be developed for CMM’s Gender and Conflict course that will be offered next quarter;
- Developed and sent out the DCHA-AFR SOTA conference survey to relevant staff;
- Compiled and analyzed the survey results and submitted recommendations for the development of the Regional Workshop.

Weekly planning meetings were held with the COR to provide regular updates and make decisions on moving forward. In addition, bi-weekly meetings began with the Virtual Planning Committee (VPC) for the AFR-DCHA SOTA conference which includes representatives from Washington and the field. The below provides full descriptions of each of the major activities undertaken this quarter:

**DCHA-AFR SOTA Symposium:** In coordination with members of the VPC, MSI designed a survey to elicit priorities of BS-76 officers in relation to specific management and technical topics and issues. Results were analyzed and aggregated into a report that will directly feed into the development of conference curricula. The conference will be held in Dar es Salaam, Tanzania March 18-23, 2013 pending final approval of senior management in DCHA and AFR bureaus.

**Crises, Stabilization and Governance Course (CSG):** The **CSG** course was held in Kiev, Ukraine December 10 – 14, 2012. This was the fifth iteration of the course and included slight

modifications to existing curriculum. The CSG course is intended to improve the participant's ability to understand the relief to development continuum and the intersection with effective and legitimate governance; recognize the differences in planning, programming and monitoring and evaluation in fragile states versus resilient states; and obtain broader insight into working with multiple stakeholders (i.e. host country, the inter-agency, and other international actors).

The course received high ratings with an average overall score of 4 out of a 5 point scale. In addition, over 86% of the participants noted that the training successfully met the course objectives. The strengths of the trainer were appreciated with one participant acknowledging her flexibility with the course. When asked if participants would recommend the course a participant replied with "yes, even if you don't work in conflict environments, understanding conflict and how it works helps plan/work in developing and political unstable/changing environments". Although the course had 12 participants registered in the LMS, final participation included six people from USAID Missions in Bosnia, Moldova, Ukraine, and Rwanda as well as one implementing partner based in Ukraine.

**Conflict 102 Workshop:** An iteration of the Conflict 102 Workshop was conducted November 19 – 20, 2012. The Conflict 102 Workshop is meant to be a practical and highly participatory training that introduces participants to conflict analysis, best practices for programming, and provides the tools needed to successfully apply basic conflict diagnostic tools, design an appropriate response, and develop a conflict-sensitive monitoring and evaluation plan. A training report was submitted to the COR and CMM counterpart and included compiled participant evaluations as well as recommendations for curriculum design modifications.

The Workshop was held in Washington, DC and was attended by 20 people: 16 staff representing seven Washington Bureaus (M, DCHA, PPL, BFS, EEE, Africa, and Asia), three USAID staff representing USAID bilateral Missions (Afghanistan, Indonesia, and Sudan) and one participant representing another USG agency (African Development Foundation). The workshop was well received by participants as was demonstrated by a positive overall course evaluation rating of 4.1 on a 5 point scale. Additionally, 95% of the participants gave a *very good* or *excellent* rating for the effectiveness of workshop materials as well as the effectiveness of workshop trainers. Several participants cited their appreciation for the group activities and the interactive nature of the training, particularly group discussions; a few others specifically noted the conflict equation and the accompanying case study as a great application.

**Democracy, Conflict, and Humanitarian Assistance (DCHA) Essentials:** One DCHA Essentials Course was held in Washington, DC on October 16-18, 2012. This course aims to train BS-76 Officers as well as Washington, DC based DCHA Bureau staff on the mission, mandate, business models of the various DCHA Bureau Offices as well as of the DCHA Bureau's new framework of Prevention, Response, Recovery and Transition.

The DCHA Essentials course was held in Washington DC with 20 participants in attendance. Of the 20, 18 participants were from the DCHA Bureau and two were from the Administrator's office and Executive Secretariat. Of the eighteen sessions, 16 were rated useful by more than 70% of the participants. Comments from the participants indicated that the most useful sessions included passionate/energetic speakers, interactive learning (activities and answering questions), information that was new to the participants, and/or directly and honestly addressed challenges faced by the Bureau/Office.

**DCHA Platform:** Users of the DCHA Bureau are currently able to use the Portal to retrieve important training and professional development material. The platform is now fully functional and is currently being updated with new highlights of the DCHA Bureau, including upcoming courses and the AFR-DCHA SOTA Symposium.

# DCHA PD&L Portal Homepage Current Appearance



**USAID**  
FROM THE AMERICAN PEOPLE

## DCHA LEARNING PORTAL

ABOUT   ORIENTATION   TRAINING COURSES   COURSE ARCHIVE   CAREER DEVELOPMENT   VIDEOS   EVENTS   MANAGE

### WELCOME!

Edit



### RAJAN KAPOOR

Sign Out

Inbox

Friends - Invite

Settings

### QUICK LINKS

Edit

USAID University

DCHA Essentials

DCHA Office Profiles - one page on each office

- ASHA 1-sheet.pdf
- CMC 1-sheet.pdf
- CMM 1-sheet.pdf
- DRG 1-sheet.pdf
- FFP 1-sheet.pdf
- OCR 1-sheet.pdf
- OFDA 1-sheet.pdf
- OTI 1-sheet.pdf
- PPM 1-sheet.pdf

### EVENTS

Edit

+ Add an Event

### DCHA COORDINATOR AND OFFICE TRAINING POINTS OF CONTACT

Edit

DCHA's Professional Development and Learning Coordinator is Rochelle Thompson, [Rothompson@usaid.gov](mailto:Rothompson@usaid.gov).

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

- ASHA: Gary Barrett, [gbarrett@usaid.gov](mailto:gbarrett@usaid.gov)
- CMC: Aubrey Eaton, [aeaton@usaid.gov](mailto:aeaton@usaid.gov)
- CMM: Carrie Gruenloh, [cgruenloh@usaid.gov](mailto:cgruenloh@usaid.gov)
- DRG: Virginia Leavitt, [vleavitt@usaid.gov](mailto:vleavitt@usaid.gov)
- FFP: Kate Oberholzer, [Koberholzer@usaid.gov](mailto:Koberholzer@usaid.gov)
- OCR: Carolyn Laurenzano, [Claurenzano@usaid.gov](mailto:Claurenzano@usaid.gov)
- OFDA: Felicia Long, [tlong@usaid.gov](mailto:tlong@usaid.gov)
- OTI: Thomas Carmody, [TCarmody@usaid.gov](mailto:TCarmody@usaid.gov)

### VIDEOS

Edit

+ Add Videos

## DCHA PD&L New Login Page

**\*\*WARNING\*\*WARNING\*\*WARNING\*\***  
 Unauthorized access is a violation of U.S. law and U.S. Agency for International Development policy, and may result in criminal or administrative penalties. Users shall not access other user's or system files without proper authority. Absence of access controls IS NOT authorization for access! USAID information systems and related equipment are intended for communication, transmission, processing and storage of U.S. Government information. These systems and equipment are subject to monitoring by law enforcement and authorized Agency officials. Monitoring may result in the acquisition, recording, and analysis of all data being communicated, transmitted, processed or stored in this system by law enforcement and authorize Agency officials. Use of this system constitutes consent to such monitoring.  
**\*\*WARNING\*\*WARNING\*\*WARNING\*\***  
 New? [Click here to join](#)

Sign In to DCHALearning Portal

**Email Address**

**Password**

[Forgot your password?](#)

**About DCHALearning Portal**  
 DCHA Learning Portal is a social network

## DCHA PD & L Management Page



**USAID**  
FROM THE AMERICAN PEOPLE

### DCHA LEARNING PORTAL

ABOUT | ORIENTATION | TRAINING COURSES | COURSE ARCHIVE | CAREER DEVELOPMENT | VIDEOS | EVENTS | MANAGE

**Dashboard**

**MEMBERS**

	Pending Approval	Yesterday	Past 10 Days
Members	0	0	3

**CONTENT**

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

**NING ANNOUNCEMENTS**

Upcoming Webinar: "How to Effectively Moderate an Online Community" [View »](#)

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

It's time to brag about 2012 [View »](#)

New: Sign Up for Ongoing E-mail Updates About the Ning Platform [View »](#)

**MESSAGE BOARD**

Try Facebook Integration for your Network.  
 Try Twitter Integration for your Network.  
 Add Blogs feature to your Network.  
 Add Forums feature to your Network.  
 Add Photos feature to your Network.

**Leaderboards** [View All](#)

1 Leaderboards display the top members and content on your Network. [Invite new members](#) and add more content to see Leaderboards for your Network.

## LESSONS LEARNED

Lessons learned over the course of this quarter include: 1) The process of organizing the logistics and materials for the DCHA Essentials and CMM Conflict 102 courses have become significantly more consistent than in past iterations. Therefore, the complete integration and implementation of standardized tools such as logistics and activities checklists will greatly facilitate the organization of future courses. 2) USAID has announced the opening of the new training facility located in Crystal City, VA. When possible, scheduling trainings at the new facility will greatly reduce costs for future iterations. 3) The DCHA Portal has become a widely utilized tool for trainers and course participants. Conducting assessments to ensure that the site continues to meet the needs of users as well as configures to the changing nature of USAID/CIO's network upgrades will be paramount to the continued success of the site.

### Plans for Next Quarter

- Conduct a DCHA 101 course from February 5 – 7, with the FFP course held on Feb 13 and CMC on Feb 28;
- Host a Crises, Stabilization and Governance course from February 4 – 8 in Bangkok, Thailand;
- Conduct CMM Gender and Conflict pilot course in mid February;
- Host the CSG Workshop from March 10 – 14 in Cairo, Egypt;
- Finalize CI02 Facilitators Guide by end of January;
- Conduct a Conflict 102 course in Washington, DC on March 4 – 5; and
- Host the AFR-DCHA SOTA symposium in Dar es Salaam, Tanzania March 18 – 23, 2013