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## Emergency Assistance to Conflict Affected Populations (EACAP)

Funded by USAID/ Office of Foreign Disaster Assistance (OFDA)

Fiscal Year 2016, Quarter 2 Report

January 1 – March 31, 2016



*Beneficiaries from Tongo community with their e-vouchers and four long-lasting insecticide nets.*

### Project Summary:

Award Number:

**AID-OFDA-G-14-00131**

Start Date: July, 15, 2014

End Date: July 1, 2016

Report Date: April 30, 2016

Total Award: \$3,450,955

## I. Program Overview

The ongoing humanitarian insecurity in northeast Nigeria caused by Boko Haram and the counter insurgency continues to create an urgent humanitarian situation in the country. According to the most recent published figures<sup>1</sup> 14.8 million people (out of a population of 15.2 million in the four (4) states of Borno, Yobe, Adamawa and Gombe) are affected by the crisis in the North East of Nigeria precipitated by Boko Haram violence since 2009.

The conflict has affected civilians already living in precarious conditions within the region and in particular the four most affected states have been disproportionately affected by the crisis with an estimated 7 million people including displaced, confined and hosted civilians currently in need of humanitarian assistance.

This massive displacement has led to the disruption of livelihoods and lack of access to markets and agricultural land. Poor host communities have been sharing resources with one of the largest IDP populations in the world and are now relying on negative coping strategies after their savings and assets have been used up.

To address the ongoing situation, Mercy Corps is implementing the OFDA-funded Emergency Assistance to Conflict Affected Populations (EACAP) program, which aims to respond to the mounting relief needs of conflict-affected communities in Gombe State. The expansion of the Strengthening Opportunities and Access to Resilience (SOAR) project, now called Emergency Assistance to Conflict Affected Populations (EACAP), has allowed Mercy Corps to provide urgently-needed support to additional conflict-affected IDPs in recently accessible Local Government Areas (LGAs) within Gombe State through interventions in livelihoods, provision of household commodities and protection.

Overall, the project expansion aims to benefit 100,874 individuals, out of which 72,975<sup>2</sup> are internally displaced persons, while the remaining are vulnerable host community members.

## II. Quarter Executive Summary

The quarter under review witnessed slight fluctuations in numbers of IDPs, though remaining well above 2.2 million, with 85.68% displaced due to the insurgency<sup>3</sup> (99% of IDP households in Gombe are displaced as a result of conflict<sup>4</sup>). The fluctuation is assumed to be attributable to the movements of return observed in some locations.

The ongoing insurgency and counter-insurgency measures continue to result in significant protection risks and human rights violations, impacting the most vulnerable civilian populations in particular. Women and children (respectively constituting 51.8% and 55.7% of the overall population), remain the most vulnerable to serious protection concerns such as sexual and gender-based violence; conscription by armed militias for support roles and combat; and other abuse, exploitation or abandonment. Many members of the IDP community have been separated from their families, cannot meet their basic needs, and are unable to perform regular livelihoods activities. The well-being of host communities is strained by the large numbers of IDPs. Mercy Corps continues to deliver assistance as funded by the original SOAR, and subsequently, modified EACAP programs. A summary of the main activities is included below.

The quarter under review involved the finalization of work and monitoring plans for the implementation of the new sector activities as well as the integration of expanded scope and targets to the existing sector activities.

### 1) Provide displaced households and host communities with resources to meet immediate needs and sustain local markets:

- 468 livelihoods grants totaling 8,589,289 NGN were disbursed.
- 5 additional Village Savings and Loans (VSLA) groups were mobilized.

<sup>1</sup> 2016 Humanitarian Needs Overview (HNO) for Nigeria

<sup>2</sup> Revised beneficiary target numbers to account for modified scope and timeframe.

<sup>3</sup> IOM Round VIII Displacement Tracking Matrix Report for February 2016

<sup>4</sup> Nigeria: Displacement – Humanitarian Snapshot as of 05 March 2016, OCHA

- In collaboration with the OFDA-funded project managed by the Women Refugee Commission (WRC), a joint assessment was conducted piloting the I'm Here/Girls Roster tool in Adamawa, Borno and Gombe.
  - Livelihood grant applications were distributed to 1,992 households. 1,752 completed applications were received for a new round of grants.
- 2) Conflict-affected and vulnerable populations have reconstituted productive assets for agricultural production:**
- N/A. This activity has been completed.
- 3) Provide vulnerable households with essential non-food items:**
- 1,992 households in 33 communities received e-vouchers to purchase non-food items, as well as Long-Lasting Insecticidal Nets.
- 4) Protection:**
- 37 master trainers participated in a 2-day Training of Trainers GBV and protection topics.
  - 260 community leaders were trained on GBV and other protection issues.
- 5) Strengthen humanitarian space in Nigeria by building the capacity of local humanitarian workers and improving the scope and quality of information gathering:**
- A Capacity Building Coordinator (Mercy Corps staff member) was recruited to work closely with the INGO Forum Coordinator and Forum members.
  - Prep work was done to plan for Humanitarian access and negotiation workshops scheduled for May in Borno and Adamawa States.
  - Mercy Corps developed a NGO mapping tool and Terms of Reference for a consultancy to map NGO actors in Borno, Yobe, Gombe, and Adamawa States.

### **III. Security Context, Situation Overview and Operational Summary**

*Security:* During the current quarter, Gombe State saw a relative improvement of security related to Boko Haram. However, several incidents involving Fulani herdsman occurred, including the kidnapping of a school-age girl. Reports also indicate that burglary and carjacking are on the rise.

More than 200 insurgents were arrested in Adamawa during this quarter and the Nigerian army is reported to have made some progress against Boko Haram in areas of Borno State through airstrikes and ground offensives. However, suicide bombings and other violent attacks by suspected Boko Haram members remain a significant threat. Some 20 people were killed and 18 injured on 16 March in a coordinated attack by two female suicide bombers on a mosque on the outskirts of Maiduguri. Meanwhile, porous borders, insecurity in neighboring countries, growing extremism and forced displacement in the Lake Chad Basin add a regional dimension to the present humanitarian crisis and security situation which needs to be monitored closely to adapt operational measures necessary to ensure safety of beneficiaries and resources.

*Population movements:* Some movement was recorded within the quarter in Gombe State and further investigation resulted in the understanding that it mainly involved male heads of household. Their movements were an attempt to acquire livelihood opportunities outside Gombe, leaving behind the women and children to fend for themselves. They cite relative peace in Gombe as a reason for leaving their family while they go in search of alternative livelihood in other towns. However that movement was not sustained and the majority were returning back to their location of displacement.

*Markets:* The closure of markets in Borno and Yobe states by the authorities to mitigate potential financial advantages to Boko Haram alongside other factors such as border closures and a drop in cereal supply in most markets are pushing up food prices in a region already facing food shortages due to the conflict. Given the relatively stable security situation in Gombe, basic commodities remain available in local markets. However, the impact of the increase in market prices following the devaluation of the Naira is certainly being felt in the communities of the North-East.

In February, Mercy Corps staff coordinated with WFP to carry out a regional market assessment. The study assessed the market situation of the on-going crisis and subsequent market disruptions, comparing findings to

previous market data. The main focus is on the cereal, fish and livestock sectors. Mercy Corps staff collected market data from three LGAs in southern Borno. The preliminary report was released in March 2016.<sup>5</sup>

*Operations:* During the quarter, Gombe-based teams focused on continuing support to vulnerable households in the form of food e-vouchers (FFP), NFI e-vouchers, and livelihood grants (OFDA), as well as conducting training on GBV and protection topics and working with communities to develop proposals for additional CFW projects. Mercy Corps also scaled up support to vulnerable IDP and host-community households through unconditional cash transfers, water point rehabilitation, and protection interventions in Adamawa State (ECHO-funded).

In addition, the Women's Refugee Commission (OFDA-funded) and Mercy Corps collaborated to adapt and pilot the *I'm Here* Approach in northeast Nigeria (in Gombe, Adamawa and Borno States). *I'm Here* outlines a series of operational steps and complementary tools that, taken together, are designed to rapidly yield actionable information that practitioners can use to more effectively identify, protect, serve and engage adolescent girls. Results from the pilot will inform Mercy Corps programming and also generate operational and technical learning for OFDA and the humanitarian community.

*Humanitarian Coordination:* Mercy Corps continues to maintain an active role and contributes to all humanitarian coordination groups. At the Abuja level, ongoing participation within the sector working groups, HCT (*Humanitarian Country Team*) and INGO forum ensures collaboration at all levels with all stakeholders. At the state level, Mercy Corps continues to maintain bilateral relations with relevant parties and ensures participation in state working groups. Coordination with both SEMA (*State Emergency Management Agency*) and NEMA (*National Emergency Management Agency*) in Gombe and Adamawa as well as various LGA heads of office and other relevant stakeholders occurs through monthly reports following the signature of a memorandum of understanding with the State.

*Staff Development:* Humanitarian team staff members attended a number of trainings and workshops during the quarter covering topics such as gender mainstreaming/gender minimum standards, I'm Here/Girl Roster assessment methodology (as referenced above), data protection and information management, humanitarian access, monitoring and evaluation, and Red Rose systems.

#### IV. Project Performance

##### AWARD-LEVEL BENEFICIARIES

Cumulative Period Targeted		Reporting Period Reached		Cumulative Period Reached	
Total	IDP	Total	IDP	Total	IDP
100,814	72,575	20,553	16,344	94,432	73,970

##### SECTOR 1: ECONOMIC RECOVERY AND MARKET SYSTEMS

**Objective:** To provide displaced households and host communities resources to meet immediate needs and sustain local markets.

Sector-Level Beneficiaries					
Cumulative Period Targeted		Reporting Period Reached		Cumulative Period Reached	
Total	IDP	Total	IDP	Total	IDP
37,884	30,307	3,276	2,632	32,697	24,772
Indicators		TARGET	PROGRESS	TOTAL PROGRESS	
Sub-sector 1.1 – Livelihoods restoration					
Number of people assisted through livelihood restoration activities, by sex		3,000	468 (290M / 178F)	3,000 (1663M / 1337F)	

<sup>5</sup> <http://documents.wfp.org/stellent/groups/public/documents/ena/wfp282752.pdf>

Percent of beneficiaries reporting their livelihoods restored within three to six months after receiving support	N/A	-	N/A <sup>6</sup>
Total USD amount channelled into the program area through sub-sector activities	150,000 USD	31,064 USD <sup>7</sup>	266,311 USD <sup>8</sup>
<b>Sub-sector 1.2 Microfinance</b>			
Number of people, disaggregated by sex, or MSEs newly receiving financial services or continuing to receive financial services due to USAID/OFDA support	800	137 (20M / 117F)	1,533 (578M / 955F)
Percentage of financial services account/groups supported by USAID/OFDA that are functioning properly	VSLA: 40 groups, 100%	5	VSLA: 56, 100%
Total USD amount channelled into the program area through subsectors activities	n/a	n/a	n/a

### **Progress Narrative: Livelihoods Restoration**

With over 14 million people affected by the conflict in North East Nigeria, inequality in access to assistance has led to different patterns of need among displaced communities. However, the prevalence of risky livelihoods such as hawking, begging, and child labor indicates an urgent need for basic services and livelihood assistance targeted at men and women to mitigate growing vulnerabilities and protect children from exploitation and violence.

To address this need, Mercy Corps successfully supported 2,532 households in previous quarters with grants for livelihoods activities with a value of approximately USD \$100 each in local currency. Of these, 468 households (outlined in the table below) focused their livelihoods activities on agriculture during this quarter.

LGA	Community	Beneficiaries Households	Male	Female	Budget (NGN)
Nafada	Birin Bolawa	17	16	1	299,760
	Birin Fulani	46	31	15	834,180
Funakaye	Tongo	46	39	7	857,940
	Ashaka Jalingo	38	24	14	733,860
Balanga	Kembu	47	43	4	814,400
Akko	Gona	39	25	14	671,000
	Kumo	45	20	25	844,340
Gombe	Tunfure	60	14	46	1,095,900
	Malam Inna	73	43	30	1,324,500
Yamaltu Deba	Deba	57	35	22	1,113,400
<b>Total</b>	<b>10</b>	<b>468</b>	<b>290</b>	<b>178</b>	<b>8,589,280</b>

In preparation for each disbursement activity, trainings are conducted on basic bookkeeping, hygiene management and sustainability of the activity to equip the beneficiaries with sufficient basic knowledge on small business start-up and management to effectively utilize the cash grants awarded. Also, a significant number of the livelihoods grant beneficiaries have joined the VSLA groups in their communities in an effort to borrow additional funds to boost their businesses and invest their profits.

In March, during the distribution of the 2,000 e-vouchers for the redemption of NFIs, livelihood grant applications were distributed to each beneficiary household. Community volunteers and local leaders were

<sup>6</sup> To be reported at the end of the program.

<sup>7</sup> Exchange rate used is 276.5 NGN to 1 USD.

<sup>8</sup> The livelihood grants were matched from a private donation of 150,000USD.

sensitized on the application forms and how they were to be completed. A total of 1,752 completed applications were received from households in six LGAs. The applications were entered into a database for filtering and prioritization based on the selection criteria. In the next quarter, household assessments will be conducted and the selection of beneficiary households will be finalized and grant funds will be disbursed to 851 households.

***Progress Narrative: Microfinance (VSLA)***

In the last quarter, the trained village agents established an additional five VSLA groups (one in Nassarawo, 1 in Pantami, and 3 in Bolari). This is an addition to the existing 51 groups established by village agents and Mercy Corps in previous quarters. These five groups have a total number of 137 members (117 women and 20 men). While the first VSLA cycles ran for a period of nine months, members decided to shorten this to six months for their second cycle before sharing out accumulated savings.

**SECTOR 2: AGRICULTURE AND FOOD SECURITY**

**Objective:** Conflict-affected and vulnerable populations have reconstituted productive assets for agricultural production.

Sector-Level Beneficiaries					
Cumulative Period Targeted		Reporting Period Reached		Cumulative Period Reached	
Total	IDP	Total	IDP	Total	IDP
7,280	5,824	-	-	589	430

Indicators	TARGET	PROGRESS	TOTAL PROGRESS
<b>LIVESTOCK</b>			
Number of animals benefiting from or affected by livestock activities	n/a	-	18,172 animals
Number of people benefiting from livestock activities, by sex	400	-	589 (502M / 87F)
Number of veterinary interventions (eg, treatments, vaccinations, etc.) in livestock activities	n/a	-	674,929
Number of animals treated in livestock activities	n/a	-	674,929

***Progress Narrative: Agriculture and Food Security***

Activity completed.

**SECTOR 3: LOGISTICS, SUPPORT AND RELIEF COMMODITIES**

**Objective:** To provide vulnerable households with essential non-food items.

Sector-Level Beneficiaries					
Cumulative Period Targeted		Reporting Period Reached		Cumulative Period Reached	
Total	IDP	Total	IDP	Total	IDP
53,340	34,804	16,980	13,698	56,320	45,161

<b>Indicators</b>			
<b>NON-FOOD ITEMS (NFIs)</b>	<b>TARGET</b>	<b>PROGRESS</b>	<b>TOTAL PROGRESS</b>
Total number of NFIs distributed by type	7,620 (7,000 consumable kits / 620 new arrival kits)	1,992 e-vouchers <sup>9</sup>	7,612 (5,000 consumable kits / 620 new arrival kits / 1,992 e-vouchers)
Total cost of NFIs by type	5,000 consumable kits \$36 620 new arrival kits \$219 2,000 consumable kits \$200	-	5,000 consumable kits, \$29.45 620 new arrival kits, \$142 1,992 e-vouchers, \$142 <sup>10</sup>
Total number of beneficiaries receiving NFIs	7,620 HH	1,992 HH (9,569M / 7,411F)	7,612 HH (64,762 beneficiaries, 30,754 male, 34,008 female)
Total number of LLINs distributed	8,000 LLINs	7,968	7,968

### **Progress Narrative: Relief Commodities**

During the last quarter, efforts were geared towards establishing presence within the six new LGAs selected for intervention in Gombe State. Advocacy visits were made to the local government authorities, community leaders (Emirs) and other traditional leaders. This resulted in the identification of 33 communities hosting large numbers of IDPs. Community relief committees (CRC) were established in each of the 33 communities with a total of 73 nominated community volunteers. In addition, 97 vendors were evaluated and selected. 2,000 vulnerable households were registered and beneficiary validation was completed with the support of CRCs to finalize beneficiary selection for non-food item assistance through e-vouchers.

Mercy Corps transitioned paper voucher distributions to its existing electronic platform (Red Rose) which has proven successful in the delivery of monthly food assistance through electronic vouchers. In March, e-voucher (e-card) distribution and redemption began targeting 2,000 households, along with the distribution of Long-Lasting Insecticidal Nets (LLINs) donated by the USAID-funded Malaria Program in Nigeria. According to the information outlined in the table below, each household received an e-voucher loaded with 28,000 NGN (approximately \$101 USD) and four LLINs. 1,992 households were supported to-date. E-vouchers will be topped-up in subsequent months to support additional purchases. During the distributions, key hygiene and sanitation messages were disseminated to sensitize community members on personal and environmental hygiene.

<b>Beneficiaries Receiving NFI e-vouchers and 4 LLINs</b>						
S/N	Community	LGA	# of HHs	# of individuals		
				Female	Male	Total
1	Dundado	Akko	106	367	426	793
2	Kumo		69	206	308	514
3	Sabon kaura		38	181	244	425
4	Garin galadima		26	97	135	232
5	Tudun kwaya	Billiri	48	117	133	250
6	Golkos		143	719	916	1635
7	Lasale		69	219	270	489
8	Wuro dole	Kwami	64	268	318	586
9	Malam sisi		58	189	300	489
10	Garin azumi		10	32	39	71
11	Kwami		172	771	946	1717
12	Nafada	Nafada	87	255	411	666
13	Birin bolawa		185	941	858	1799

<sup>9</sup> This is the number of e-voucher cards distributed, not the total number which redeemed the full 28,000 NGN value.

<sup>10</sup> Exchange rate used at time of determining transfer value was 197 NGN to 1 USD.

14	Birin fulani		44	184	192	376
15	Talase	Balanga	142	404	517	921
16	Bambam		174	514	738	1252
17	Balam sani		143	415	577	992
18	Kembu		41	90	155	245
19	Tongo	Funakaye	36	144	193	337
20	Bajoga		212	794	1179	1973
21	Ashaka gari		125	504	714	1218
<b>TOTAL</b>			<b>1,992</b>	<b>7,411</b>	<b>9,569</b>	<b>16,980</b>

Following the initial distribution, post-distribution monitoring was conducted among 252 beneficiary households. Data showed that most beneficiaries reported still being in need of food and livelihood assistance and that little or no other assistance was received from other sources. It was observed that most did not add any money when making purchases as a result of the absence of livelihoods. The majority of households felt that the distributions were organized, safe, and transparent. Beneficiaries spent virtually all of the funds during a first trip to a vendor's shop and all surveyed beneficiaries were able to show vendor receipts as evidence of commodity transactions.

#### **SECTOR 4: PROTECTION**

**Objective:** Community-based prevention and response mechanisms for addressing protection risks are strengthened, with a particular focus on gender-based violence mitigation, and the effectiveness of humanitarian response in Nigeria is strengthened through improved collection of data on IDPs.

<b>Sector-Level Beneficiaries</b>					
<b>Cumulative Period Targeted</b>		<b>Reporting Period Reached</b>		<b>Cumulative Period Reached</b>	
<b>Total</b>	<b>IDP</b>	<b>Total</b>	<b>IDP</b>	<b>Total</b>	<b>IDP</b>
2,090	1,640	297	23	297	23

<b>Indicators</b>			
<b>PROTECTION</b>	<b>TARGET</b>	<b>PROGRESS</b>	<b>TOTAL PROGRESS</b>
<b>4.1 Protection coordination, advocacy and information</b>			
Number of people trained in protection by sex	2,050	297 (234M / 63F)	297 (234M / 63F)
Number of people trained in IDP profiling by sex	40	-	-
<b>4.2 Prevention and Response to Gender based violence</b>			
Number of people trained in GBV prevention or response by sex	2,050	297 (234M / 63F)	297 (234M / 63F)
Number of people benefitting from GBV services, disaggregated by sex	2,050	-	-
Percentage and number of IDP women's groups who are confirmed to have received economic and social support through participation in project related activities	37	-	-

#### **Progress Narrative: Protection and IDP profiling**

With over seven million people suffering from the extreme consequences of armed conflict including displacement, deprivation and disease, affecting the most vulnerable in particular, Mercy Corps' efforts aim at raising awareness around gender based violence and protection issues generally. People targeted have been subjected to killings, security incidents and flagrant human rights violations. A high toll of physical abuse, abduction, extortion, disappearances, maiming, forced conversion, theft, sexual exploitation, sexual violence

and forced recruitment into Boko Haram has been endured by women and children making the need for protection support a primary focus.

In the last quarter, the team kick-started the protection component. 680 women (in groups of 20) were mobilized within the 33 intervention communities. During the current quarter, four additional women's groups were organized, bringing the total to 740 women. In January, Mercy Corps' global Senior Protection Advisor was in Nigeria to conduct protection training for the humanitarian team members in Gombe and Adamawa, as well as facilitating workshops for lead trainers in gender power dynamics, protection and psychological first aid (PFA). Following these workshops, protection trainings for community leaders (including traditional, religious, IDP, women and youth leaders) were launched in 37 communities. In total, 260 leaders were trained (234 men and 26 women). A two-day TOT was also conducted for 37 master trainers. These master trainers will go on to train all women's group participants.

In January, the first GBV sub-working group was convened by Mercy Corps in Gombe. Twenty individuals attended, representing local and international NGOs, as well as government agencies such as the Ministry of Women's Affairs, the Nigerian Prison Service, and the Nigerian Security and Civil Defense Corps. The working group meetings are now convened twice a month.

A second risk mapping exercise was conducted during the quarter (the first was held in October 2015) involving all 260 community leaders and 37 master trainers, across 8 LGAs and 33 communities in Gombe State. Findings from the mapping exercise will inform the development of a referral pathway for the state. In the coming quarter, a workshop will be held to establish the referral pathway. Mercy Corps anticipates that staff from the Ministry of Women Affairs, Action Aid, UNFPA, police, Ministry of Health, International Committee of the Red Cross, and LGA representatives will be in attendance.

## **SECTOR 5: RISK MANAGEMENT POLICY AND PRACTICE**

**Objective:** Strengthen humanitarian space in Nigeria by building the capacity of local humanitarian workers.

<b>Sector-Level Beneficiaries</b>					
<b>Cumulative Period Targeted</b>		<b>Reporting Period Reached</b>		<b>Cumulative Period Reached</b>	
<b>Total</b>	<b>IDP</b>	<b>Total</b>	<b>IDP</b>	<b>Total</b>	<b>IDP</b>
120	N/A	-	-	100	N/A

<b>Indicators</b>			
	<b>TARGET</b>	<b>PROGRESS</b>	<b>TOTAL PROGRESS</b>
<b>5.1 Risk Management Policy and Practice</b>			
Number of people trained in disaster preparedness, mitigation and management, by sex	120 people		100
Number of trainings conducted	2 trainings		1 training
Percentage of people trained who retain skills and knowledge after two months	80% of 120 people	-	-

### ***Progress Narrative:***

The INGO Forum Coordinator, along with the Capacity Building Coordinator, identified priority needs of the humanitarian community and given recent updates in the security context, it was decided that workshops on access and negotiation would be the most valuable. With access being at the forefront of discussions among humanitarian actors in the northeast Nigeria with an estimated 3 million people in need in hard-to-reach locations, Mercy Corps has engaged the services of Conflict Dynamics International to deliver and scale-up its access and negotiation training which was initially delivered in Abuja and Maiduguri in March 2016.

The additional workshops (arranged by Mercy Corps) will be held both in Borno and Adamawa States and will primarily target international and national NGOs directly involved in providing humanitarian assistance. The secondary target audience will include representatives from the Nigerian Government, particularly those from ministries that link with or substantially influence humanitarian actors in the northeast. The two workshops are

planned to be conducted during the month of May 2016 with the main objective of better equipping representatives of the humanitarian organizations in Nigeria to understand and overcome humanitarian access challenges, improve their negotiation skills in a manner that is consistent with core humanitarian principles.

## **SECTOR 6: HUMANITARIAN COORDINATION AND INFORMATION MANAGEMENT**

**Objective:** Support involvement of local organizations into the humanitarian system in Nigeria and improve the scope and quality of information gathering.

<b>Sector-Level Beneficiaries</b>					
<b>Cumulative Period Targeted</b>		<b>Reporting Period Reached</b>		<b>Cumulative Period Reached</b>	
<b>Total</b>	<b>IDP</b>	<b>Total</b>	<b>IDP</b>	<b>Total</b>	<b>IDP</b>
100	N/A	-	N/A	-	N/A

<b>Indicators</b>			
<b>6.1 Humanitarian Coordination and Information Management</b>	<b>TARGET</b>	<b>PROGRESS</b>	<b>TOTAL PROGRESS</b>
Number and percentage of humanitarian organizations utilizing information management services	20 Local NGOs	-	-
Number and percentage of humanitarian organizations directly contributing to information products	40 Organizations	-	-
Number of products made available by information management services accessed by clients	4 products	-	-

### ***Progress Narrative: Mapping exercise local actors***

In an effort to further the activities of the INGO forum to increase the capacity of international and local organizations in Nigeria to respond to humanitarian needs and improve the collection and dissemination of information, Mercy Corps brought on a Capacity Building Coordinator. Subsequently, meetings were held to discuss the best approach to carry out the local actor mapping exercise. A review of existing INGO initiatives with similar but less encompassing activities was done to build on data already available. A mapping activity terms of reference and draft mapping tool were developed and shared with the directors and technical managers of the INGO forum for feedback and signoff. The aim is to conduct mapping across the four most-affected states and present a comprehensive database and contact list of local actors ready to engage in humanitarian response in northeast Nigeria.

- The main objectives of the consultancy are to:
  - Map the geographical coverage and sectorial focus of local actors
  - Identify the organizational structure, functions and capacity of local actors
  - Understand the kind of programs/activities engaged by local actors
  - Understand the relationship such organizations have with civil society
  - Identify the strengths and weaknesses of local actors and provide context specific recommendations for building their capacity

Mercy Corps launched the procurement process for this consultancy service and is currently reviewing the applications received. The mapping will be completed by the end of June and shared with the wider humanitarian community.

### ***Progress Narrative: 12 Indicators workshop***

Following the recruitment of a new INGO Coordinator, efforts were made to review the planned activities and align them with needs of the humanitarian community to ensure complementarity with ongoing actions and define necessary efforts. Existing efforts by OCHA and the Humanitarian Country Team to develop common indicators as part of the Humanitarian Response Plan process were deemed at this stage more necessary and actionable than a 12 indicators workshop.

## V. Monitoring and Evaluation

M&E activities for the quarter under review included beneficiary registration and list validation, consolidation of the database master list for voucher distributions, post-distribution monitoring, market transaction monitoring, complaints and feedback follow-up.

The main activities conducted for the quarter in view included:

- Tracking of feedback and complaints
- Monitoring of NFI e-voucher and LLIN distribution, market transaction monitoring and post-distribution monitoring
- Monitoring of protection trainings

**Tracking of feedback and complaints:** For the quarter under review, a total of 30 registered feedback calls were received from the community through the hotline (related to EACAP). Most feedback received (23 calls) was related to the e-voucher/e-card issues (either cards were inactive or had PIN issues); 7 calls were from vendors requesting technical assistance with terminals.

## VI. Security

In response to the security context described above, Mercy Corps' security protocols are regularly revised in relation to risks and mitigation measures.

## VII. Challenges

Generally, while the overall program implementation is on track and targets have been met, challenges are encountered including:

- Fuel shortages and increased fuel prices have caused delays with teams getting to the field for program implementation and monitoring.
- The ongoing lack of adequate IDP tracking in the humanitarian community in Nigeria creates difficulties in reporting accurate numbers and movement trends and presents a challenge in terms of advocacy for additional assistance to meet immediate needs.
- Weak and decentralized coordination efforts on the national and state levels produces a gap in the ability to share reliable information which defines needs, gaps and response.
- Incident of theft of four e-vouchers in Mercy Corps Gombe office. The e-vouchers were signed for and released from Finance for distribution as per the required procedure (as vouchers are treated as cash), but were not immediately returned to Finance when staff came back to the office at the end of the day (the households were absent from the distribution). The e-cards were stored overnight in a desk drawer and were found to be missing the following morning. Mercy Corps quickly determined that the office cleaner had taken the e-voucher and attempted to redeem the e-cards for NFIs with a vendor. However, the NFIs 'purchased' remained in the shop and were not picked-up. The charges on the four e-cards (28,000 NGN on each) were reversed in the Red Rose platform and the vendor was not paid for these sales. Following a thorough investigation, the vendor's contract with Mercy Corps was terminated, as was the cleaner's service contract. Staff also received written warnings for failure to follow established procedures for handling vouchers.

## VIII. Plans for next quarter

Sector	Main activities
Sector 1: Economic recovery and market systems	<p><i>Livelihoods Recovery</i></p> <ul style="list-style-type: none"> <li>➤ Livelihood grants disbursement to 851 beneficiaries in intervention communities. The remaining 150 households have been set aside for Protection referrals.</li> <li>➤ Undertake livelihood assessment to determine the level of livelihood restoration among beneficiaries.</li> </ul> <p><i>VSLAs</i></p> <ul style="list-style-type: none"> <li>➤ Review activity to identify lessons learned and potential development of case study of impact of VSLA on IDPs in conflict.</li> </ul>

<b>Sector 2:</b> Agriculture and Food Security	<i>Livestock</i> <ul style="list-style-type: none"> <li>➤ N/A</li> </ul>
<b>Sector 3:</b> Logistics, support and relief items	<i>Relief Items</i> <ul style="list-style-type: none"> <li>➤ Second tranche of NFI e-voucher funds to 2,000HH</li> <li>➤ Post-distribution monitoring</li> </ul>
<b>Sector 4:</b> Protection	<ul style="list-style-type: none"> <li>➤ Training of women's groups (by Master Trainers) across all intervention communities</li> <li>➤ Refresher training for youth leaders</li> <li>➤ Establishment of referral pathways</li> </ul>
<b>Sector 5:</b> Risk Management policy and practice	<ul style="list-style-type: none"> <li>➤ Humanitarian access and negotiation training to partners of the INGO forum</li> </ul>
<b>Sector 6:</b> Humanitarian Coordination and information management	<ul style="list-style-type: none"> <li>➤ Mapping of local actors; results to be shared with the humanitarian community</li> </ul>