



Improved Water, Sanitation and Hygiene (IWASH) Project USAID Cooperative Agreement No. 669-A-00-10-00087-00

IWASH SEMI-ANNUAL REPORT

October 1, 2011 – March 31, 2012

Submitted to:

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Improved Water, Sanitation and Hygiene (IWASH) Project
USAID Cooperative Agreement No. 669-A-00-10-00087-00

IWASH SEMI-Annual Report

October 1, 2011 – March 30, 2012

Name of Project:	Improved Water, Sanitation and Hygiene (IWASH) Project
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LIST OF ABBREVIATIONS AND ACRONYMS

ACF - Action Contre la Faim	MOE - Ministry of Education
ADRA - Adventist Development and Relief Agency	MPW - Ministry of Public Works
AWD - Acute Watery Diarrhea	MLME -Ministry of Lands, Mines, and Energy
BCC - Behavior Change Communication	NETWAS - Network for Water and Sanitation International
CDC - Center for Disease Control and Prevention	NWSHPC - National Water, Sanitation, and Hygiene Promotion Committee
CHF - Cooperative Housing Foundation	ODF - Open Defecation Free
CHT - County Health Team	ORT - Oral Rehydration Therapy
CIO - County Impact Officer	ORS - Oral Rehydration Salt
CLTS - Community-Led Total Sanitation	PEACE - People Endeavour Against Conflict Engagement
CWC - Community WASH Committees	PMP - Performance Monitoring Plan
DIA - District Impact Agent	POU - Point-Of-Use
DQA- Data Quality Assessment	PRS - Poverty Reduction Strategy
EHT - Environmental Health Technician	PSI - Population Services International
EMMP - Environmental Mitigation and Monitoring Plan	PTA - Parent Teachers Association
EPR - Emergency Preparedness and Response Unit	RBHS - Rebuilding Basic Health Services
FAAL - Foundation for All Ages Liberia	SLPP - Sustainable Livelihood Promoters Program
GHI - Global Health Initiative	SMS - Short Message Service
GHWD - Global Hand Washing Day	TRaC - Tracking Results Continuously
GOL - Government of Liberia	UNICEF - United Nations Children’s Fund
HPU - Health Promotion Unit	USAID - United States Agency for International Development
IEC - Information Education Communication	WASH - Water Sanitation and Hygiene
IEE - Initial Environmental Examination	WG - WaterGuard©
KAP - Knowledge Attitudes and Practices	WSSC - Water Supply and Sanitation Commission
Libra - Libra Sanitation Inc	
LISGIS - Liberia Institute for Statistics and Geo-Information Services	
L-MEP - Liberia Monitoring and Evaluation Program	
LMA - Liberia Marketing Association	
LNRCs - Liberia National Red Cross Society	
MCHT - Montserrado County Health Team	
MOHSW - Ministry of Health and Social Welfare	

1 EXECUTIVE SUMMARY

During the previous reporting period from October 2010 to September 2011, developments such as the realignment of the program to cover three counties instead of six, a shift in emphasis towards the IR 3 component [improving the enabling environment] of the program, challenges with certain partners, and the Ivorian refugee crisis resulted in limited delays in program implementation that affected output and progress.

The focus during the period this reporting period was to address these issues and to improve program implementation. To achieve this, CHF assembled a more effective management team, engaged more effective partners, adopted new implementation strategies, streamlined procedures, and completed a series of surveys and studies to provide a baseline for program implementation. In partnership with our partners, CHF has developed effective strategies to increase the quality and tempo of activities and as a result, program implementation has gained considerable momentum. Program implementation is now on track to achieve the goals and objectives on time and within budget.

Overview of Activities Conducted during the Reporting Period

During the reporting period, IWASH completed a number of surveys and studies to establish a baseline to create and improve the enabling environment for water and sanitation through advocacy for Community-Led Total Sanitation (CLTS), promotion of community ownership and sustainable approaches, and building human and institutional capacity among government and private sector partners.

ADRA had originally been appointed as a partner to construct water wells and institutional latrines for IWASH. However, the quality and timeliness of their work were not acceptable. Thus, as a result of not meeting contractual agreements, CHF released ADRA [in 2011] as a partner to construct institutional latrines and hand dug wells, and to implement CLTS programs in rural communities. A new strategy has been formulated for implementation of CLTS and for the construction of wells and latrines. IWASH have solicited for and appointed Liberian construction companies to build wells and latrines, and construction is well under way. In order to implement the CLTS program, IWASH has partnered with employees of the relevant government ministries at the county and district levels and has commenced activities in all communities that are earmarked for CLTS intervention in Implementation year 3.

IWASH continued to support the CLTS National Coordinating Unit [consisting of government officials] and facilitated the formation of CLTS County Coordinating Committees in Bong, Lofa, and Nimba counties. A series of workshops were conducted to prepare CLTS facilitators for triggering and monitoring of CLTS communities, to train CLTS natural leaders, and to increase the capacity of IWASH-established Community Wash Committees [CWC]

CHF finalized the performance management plan [PMP] and work plan for year three implementation, which were submitted to USAID. The work plan is currently under final review.

To prioritize improving the enabling environment, IWASH has directed significant organization support, education, and communication efforts towards a national-level process of reforms and policy development, working in collaboration with private sector, UN, NGO, and government actors. WASH sector partnerships have been established, in addition to ongoing institutional bodies such as the WASH Commission. These

efforts have culminated in a National WASH Compact recently signed by President Johnson-Sirleaf. This national strategy statement provides a road map to better engage county and district level WASH officials. Significant attention and resources are focused on local efforts, particularly through training and implementation related to the CLTS strategy, in addition to private sector marketing activities that connect consumers to water purification and other health and sanitation products. Moving forward, IWASH will bolster efforts to direct resources to the field to build local capacity at the community and district levels.

The first of three projects to provide ablution facilities to needy Monrovia communities using a public-private partnership approach has been completed; discussions and planning with the beneficiary community of the second project in Logan Town is at an advanced stage. Discussions have also been entered into between IWASH and the mayor of Paynesville for the identification of land for the construction of the third pilot project. Local company Libra Sanitation and multi-national corporation Chevron are the IWASH partners in this venture.

Implementing partner PSI conducted the DELTA workshop, where data and information from their recently completed TRaC and Qualitative Gap studies were utilized to: formulate their work plan to promote and distribute WaterGuard to communities, and roll out the behavior change communication strategy during implementation years 3 to 5.

IWASH took part and played a leading role in several national events on the WASH Sector calendar. These included World Toilet Day, Global Hand Washing Day, and World Water Day celebrations. Activities took place in all three IWASH target counties and in Monrovia.

Finally, IWASH initiated the Wash Hour radio broadcast program that has since become a central means of advocating wash policy.

Program Results

To date, the program has facilitated access for 31,214 people to improved water supply and has provided WaterGuard to 97,600 people (140,544,000 liters of water disinfected.) The CLTS and PPP latrine initiatives have provided 10,145 (9000 public latrine; 1,145 CLTS latrine) people with access to sanitation facilities.

At the county level and in cooperation with the CLTS National Coordination Unit, IWASH facilitated the establishment of CLTS County Steering Committees in Bong, Lofa, and Nimba counties and the training of 55 CLTS facilitators.

At the community level, IWASH has to date been responsible for the formation and training of 18 community wash committees [CWCs] in three counties, and the training of 87 natural leaders to assist in CLTS initiatives.

Next Steps

The CLTS initiatives, the BCC and point of use [POU] water treatment drives, and the establishment of institutional latrines and potable water sources are currently well on track and the focus for the following reporting period will be on achieving the goal and objectives of IR 3. The emphasis will be on improving the knowledge, skills and experience of government staff in the WASH sector at county and district levels.

IWASH will also focus on monitoring the operations of the first Public Private Partnership community latrine pilot project in New Georgia, and on commencing with construction of two further such facilities in Greater Monrovia.

2 INTRODUCTION: PROGRAM BACKGROUND

CHF International commenced with implementation of the five-year USAID-funded IWASH program in February 2010. The IWASH program aims to facilitate accelerated achievement of the Millennium Development Goals related to water and sanitation through measurable improvements in the quality and quantity of water access, hygiene and health promotion, and the creation of an enabling environment in Lofa, Nimba, and Bong counties and selected communities in Greater Monrovia.

On February 18, 2011, USAID Liberia asked CHF International to realign the IWASH program by narrowing its geographic focus from six counties and selected communities in Greater Monrovia to three counties – Bong, Lofa, and Nimba – and selected communities in Greater Monrovia. USAID also asked that CHF International devote greater program effort and resources to the achievement of Intended Result 3: *Improving the enabling environment for WASH at the national, county, district, and community levels*. CHF did this and on May 15th 2011 the re-aligned IWASH grant agreement was approved and signed.

2.1 IWASH APPROACH

The revised IWASH program goal is to make measurable improvements in water supply, sanitation, and hygiene (WASH) as well as in the enabling environment for WASH, in target areas within the three counties of Lofa, Nimba, and Bong and selected communities in Greater Monrovia.

The Intermediate Results (IR) of the IWASH program are:

- IR 1: Increased access to water supply, sanitation, hygiene and household level products
- IR 2: Increased community knowledge and use of potable water supply and storage technologies, sanitary practices and water hygiene
- IR 3: Improved enabling environment for WASH at national, county, district and community level is based on highlighting the challenges, strategy, objectives, outcomes, monitoring and the analysis of the benefits of program activities

The IWASH program approach toward achieving these Intended Results recognizes that success relies on people and their ownership of concepts, processes, and results. Therefore, the core of the IWASH program is focused on hygiene promotion through a participatory community mobilization and priority-setting process. This process involves a people-centered strategy that promotes personal and community understanding, ownership, and action through the CLTS approach and community-based BCC activities. Anticipating increased demand for market solutions due to community mobilization, the IWASH program is designed to meet this demand through the development and distribution of point-of-use water treatment products and WASH hardware. Individual and community commitment to behavior change has been and will remain supported and sustained through promotion of access to such hardware.

Recognizing that the Government of Liberia plays a critical and significant role in providing and shaping WASH-related policy frameworks, monitoring and evaluation (M&E) structures, and resources, the IWASH program aims to strengthen and promote an enabling environment. With this goal in mind, the program prioritizes the capacity building of national, county, and district-level government institutions including the Ministry of Public Works, the Ministry of Health & Social Welfare, and the Ministry of Land, Mines & Energy.

The IWASH program is also utilizing planning, coordination, and cooperation mechanisms at the national level to improve information flow to and from the national and the county and district levels for evidence-based decision making and implementation.

While the IWASH approach is to work with all stakeholders, activities are focused on such key stakeholders as county WASH teams, community WASH committees, youth groups, farmers' groups, women's groups, schools, and clinics. All aspects of IWASH implementation emphasize participation and capacity building to maximize the sustainability of community ownership of health and environment, county government coordination and services, and local innovations and technologies.

Finally, IWASH employs participatory methodologies (role playing, drama, songs, stories, etc.) and interpersonal communication techniques that promote community ownership and participatory management to reach a wider section of the population. This approach aims to directly respond to the challenge of low levels of community ownership and responsibility, which is often cited as a key challenge to WASH infrastructure improvement and sustainability.

2.2 PARTNERS

To achieve IWASH program objectives, CHF International works with various local and international partners and companies. Main IWASH partner Population Services International [PSI] support IR2 objectives through the implementation of the IEC/BCC approach in target communities. CHF previously partnered with Adventist Development and Relief Agency (ADRA) to implement the CLTS initiative and to construct hand dug wells and latrines in target communities. ADRA unfortunately did not manage to achieve required deliverables and as a result, CHF ended the partnership. Rather than appoint another entity to replace ADRA, CHF employed a strategy to lead CLTS teams of district and county government staff and community natural leaders in the implementation of CLTS, using contractors to construct institutional latrines and water points under direct CHF supervision.

CHF currently holds contracts with 11 donor approved local companies for the construction of 10 institutional latrines and 28 potable water points [wells and boreholes]. The appointment of more contractors will depend on construction progress.

CHF furthermore works in partnership with local company Libra Sanitation Services [a waste disposal company] and Chevron to pilot a project where ablution facilities will be publicly owned, but privately managed. Libra is currently responsible for managing and operating the recently completed public ablutions at New Georgia market and will also take over management and operations of the remaining two public latrines that are due for construction in Monrovia this year.

2.3 COORDINATION AND NETWORKING

The IWASH team participates in sector-wide meetings including the Hygiene Promotion Coordination meeting held at the Ministry of Health and Social Welfare; the WASH Technical Committee meeting held at the Ministry of Public Works; monthly County Health Team meetings chaired by various county teams; weekly Montserrado County cholera coordination meetings, and the National CLTS steering committee meeting.

Additionally, the IWASH team has been involved in coordination and networking with key ministry stakeholders at a policy level. CHF is coordinating and promoting the CLTS process via community-led initiatives that engage national and county authorities in discussion to ensure sustainable WASH interventions.

During the reporting period, IWASH staff participated in various meetings with USAID partner Tetrattech, which is responsible for establishing a water supply reticulation network, a management system, and an institution for the urban centers of Saniquellie in Nimba County and Voinjama in Lofa County. The two organizations regularly collaborate on matters aimed at improving the enabling environment.

Additionally, CHF meets with organizations such as RBHS, UNICEF, the WASH Consortium, Water-Aid, UNDP GoAL project, WASH Reporters and Editors Network, Liberia Municipal Water Project (LMWP), among others, to coordinate activities aimed at strengthening the WASH sector in Liberia.

IWASH has furthermore combined efforts with a number of role players assisting in organizing various national WASH Sector events and programs, and has supported programs aimed at creating an enabling environment for WASH nationally. Events included Global Hand Washing Day, International Toilet Day and International Water Awareness Day.

CHF is working in collaboration with UNOPS to pilot solar submersible pumps to reach elevated water towers at health facilities. Procurement of the solar pumps is currently in progress. IWASH has also been actively involved in the National WASH-sector strategic planning process and in the review of the Water and Sanitation Technical Guidelines for Liberia.

3 KEY ASSESSMENT

Various surveys by a number of UN and Government institutions clearly indicate that a large percentage of the rural population in Liberia does not have access to safe water and adequate sanitation facilities. In order to establish the needs and shortcomings of communities and regional government, IWASH conducted a series of surveys and studies to gather and analyze data. This information has been utilized to formulate an implementation strategy that is aimed at:

- Increasing access to water supply, sanitation, hygiene and household level products to communities
- Increasing community knowledge and use of potable water supply and storage technologies, sanitary practices and water hygiene
- Improving the enabling environment for WASH at national, county, district and community levels.

Surveys and studies that were conducted to date include:

- WASH Tracking Results Continuously (TRaC) baseline study
- Qualitative Gap Study:
- Sanitation Marketing Research Survey:
- Knowledge, Attitudes, and Practices (KAP) Survey:

Planned surveys:

- Organizational Capacity Assessment
- Follow up surveys on certain aspects of the market survey [if needed]

The above studies have provided a platform for decision-making based on data. Highlighted below are results of and plans for key assessments.

TRaC Survey:

In 2011, IWASH Partner PSI conducted the TRaC baseline study in IWASH target counties, which focused on “Hygiene and Sanitation Practices for the Prevention of Diarrhea among Children under Five in Liberia.” The purpose of this survey was to assess household-level WASH activities with a focus on understanding hygiene practices and the acceptability of approaches to modifying behavior. The study surveyed 1,995 caregivers of children under five in six counties and was done under the guidance of the Liberian Institute for Statistics and Geo-Information Services (LISGIS).

Recommendations resulting from the study included:

- emphasizing importance of hand-washing with soap at critical times,
- increasing the number and awareness of easily accessible distribution channels for WASH products,
- increasing promotional activities depicting healthy behaviors,
- mass media campaigns focused on promoting the effectiveness of water treatment products,
- increasing WASH education for and tailored to women and caregivers.

Qualitative Gap Study:

While the TRaC survey highlighted insights into factors and barriers related to water treatment behaviors, the Qualitative Gap survey and realignment priorities highlighted a need for increased information on related priority WASH behaviors including:

- correct utilization of latrines,
- safe disposal of children under five's feces,
- hand-washing with soap and water at critical times.

Additionally, further understanding of the drivers and barriers of these behaviors in target communities was identified as necessary to facilitate improved and targeted social marketing interventions. To fill this gap, a qualitative gap survey was conducted by partner PSI in September/October 2011 in the three target counties to explore some of the findings of the TRaC survey more in depth. The report has been completed and submitted by PSI in December 2011.

Market Research Survey:

In August 2011, IWASH appointed a Market Research Analyst as consultant to conduct a market research survey to identify behaviors, opportunities, and barriers for the marketing of three key sanitation products. These include:

- sanitation slabs (e.g. sanplats)
- hand-washing devices (e.g. tippy taps)
- hand pump spare parts

The survey focused on understanding both the supply and demand aspects of each product through a combination of surveys targeting decision-makers at the household level, vendors, and masons. This effort marks the first attempt to implement a "sanitation marketing" program in Liberia.

The consultant led a survey in all target districts in the three project counties with data-collection conducted by IWASH staff. After processing and analyses of the data, the consultant presented IWASH with a survey study that recommends a marketing strategy that is based on a partnership model. The study includes a detailed implementation plan for the marketing of each of the three products mentioned above.

Knowledge, Attitudes, and Practices (KAP) Survey:

Within the context of "creating an enabling environment at national, county, and district levels" IWASH has initiated a stakeholders mapping exercise with the aim to identify the key stakeholders responsible for county and district level enabling environment and to ascertain the institutional relationship among the various stakeholders. This exercise led to the carrying out of a KAP survey of government staff that assessed their own understanding of their roles and responsibilities, management styles and experiences, level of competence, capacity for community outreach, etc.

An IWASH field team conducted the survey in the three target counties in December 2011. Survey data were analyzed and put into a final report completed in March 2011. Recommendations for capacity building of GOL staff include:

- Conduct **sensitization sessions on the WASH Policies and Strategies** to foster their knowledge of these policies and strategies; help the staff understand the relevance of their roles to these strategies;
- Collaborate with the GOL to ensure that the **WASH Policies and Strategies are available** at district and county offices;
- Conduct **an organizational capacity assessment** inclusive of existing coordination mechanisms and their linkage to WASH strategies, existing systems for WASH M&E, and roles and responsibilities;

- Based on the organizational capacity assessment findings, conduct training sessions to address ***M&E and strengthen existing coordination mechanisms at all levels;***
- Build the capacity of staff to conduct ***effective community mobilization and engagement.***

IWASH will utilize the results of the KAP survey to engage the Government of Liberia in activities geared towards policy improvement, institutional strengthening, community involvement, finance and cost-recovery, and cross-sectional and public-private partnerships.

Organizational Capacity Assessment:

The KAP survey provides the foundation for this assessment. Building on the KAP survey, CHF will utilize its Organizational Capacity Review Tools, developed in other similar programs, to assess the state of key institutions with regards to: governance and leadership; vision, mission, and strategy; strategic relationships; program delivery and impact; knowledge management; and internal operations and management. The findings will further assist CHF in adding to their strategy for building capacity at county and district levels of government.

4 PROGRAM GOAL AND OBJECTIVES

Revised Program Goal

To make measurable improvements in water supply, sanitation, and hygiene (WASH), as well as the enabling environment for WASH, in target areas within the three counties of Lofa, Nimba, and Bong and selected communities in Greater Monrovia.

Objectives [Intended Results]

- Intended Result (IR) 1:
Increased access to water supply, sanitation, hygiene and household level products

Activities under IR1:

Activity 1: Improve access to point-of-use (POU) water treatment product

Activity 2: Increase access to and reach of market forces to support increased supply of WASH products at the community level

Activity 3: WASH-friendly schools and clinics

Activity 4: Pilot publicly owned, privately managed, public-use toilet, hand washing and shower facilities in three urban centers

- Intended Result (IR) 2:
Increased community knowledge and use of potable water supply and storage technologies, sanitary practices, and water hygiene

Activities under IR2:

To Build Household and Community Demand for WASH Products

Activity 1: Participatory community action through the CLTS process:

Activity 2: Develop a latrine manual

Activity 3: Build community and household demand, through Social Marketing, for WASH product usage and WASH infrastructure, ownership, management, and maintenance

To apply Behavior Change Communication at the National and Community Level

Activity 1: Undertake research in behavior determinates around sanitation and hygiene practices (baseline study)

Activity 2: Develop targeted BCC materials and disseminate messages and materials through innovative communication mechanisms

Activity 3: Work with youth groups, school bodies and PTAs to implement hygiene improvement activities for youth

Activity 4: Promote water and sanitation practices through community health clinics

Activity 5: Build skills of community leaders to speak out on sanitation and water issue

- Intended Result (IR) 3:
Improved enabling environment for WASH at national, county, district and community level.
 - Key enabling environment focus areas under IR 3:
 - National sector reforms/policy improvement
 - Improved coordination
 - Improved and sustained community involvement
 - Improved financing and Public-Private partnerships

Program Outcomes

IWASH PROGRAM OUTCOME TARGETS	
Indicator	Total target
Number of people in target area with access to improved drinking water supply as a result of USG assistance	203,111
Number of people in target area with access to improved sanitation facilities as a result of USG assistance	499,541
Liters of drinking water disinfected with USG-supported point-of-use treatment products	525,000,000

5 IWASH APPROACH AND STRATEGY FOR PROGRAM IMPLEMENTATION

5.1 APPROACH

In order to improve water supply, sanitation, and hygiene (WASH), and to work towards an improved enabling environment for WASH, the program focuses on the three key hygiene improvement behaviors of ***hand-washing with soap at critical times, consistent and year-round use of point-of-use water treatment and safe storage, and latrine/toilet usage and safe disposal of human feces.***

To accommodate and improve the above key behaviors, IWASH works to increase access to water supply, sanitation, hygiene and household level products and improve community knowledge of the use of these products. The nine products that have been identified for establishment and promotion include:

- 1 POU Water Treatment
- 2 Hand Dug Wells
- 3 Solar Water Pumps
- 4 Rural Community Latrines
- 5 Publicly Owned, Privately Managed, Urban Public Latrines
- 6 Hand Pump Spare Parts
- 7 Household Hygiene Improvement Products
- 8 Hand-Washing facilities
- 9 Household Latrines

For IWASH to achieve all the above, program implementation requires the utilization of a range of applications and initiatives. In order to do this, CHF and partner PSI have adopted and developed six primary projects through which to implement the program. The two organizations have also been utilizing a couple of secondary initiatives to gather information and baseline data for formulating implementation strategies and work plans, and to assist in program implementation. The projects and initiatives include:

Primary projects

- WaterGuard© water treatment at point of use [POU]
- Small WASH Infrastructure Projects [SWIP]
- Sanitation marketing [SANMARK] of three products which include latrine slabs [sanplats], hand washing facilities [tippytap] and hand pump spare parts
- Behavior Change Communication [BCC]
- Community Led Total Sanitation [CLTS]
- Capacity Building at government and community levels

Secondary projects and initiatives

- Latrine manual development
- Field surveys to assess the situation and establish baseline. These include:
 - TRaC
 - Qualitative GAP study
 - Sanitation marketing survey
 - KAP survey

- Institutional capacity survey

In order to conduct all program activities and achieve the program objectives [Intended Results], the above projects have been and are being utilized as follows:

INTENDED RESULT ONE – PROJECTS, INITIATIVES AND SURVEYS UTILIZED				
Activities and Products			Projects and initiatives	
			Primary	Secondary
Activity 1 Improved access to POU water treatment product	- Prod. 1	POU water treatment	WaterGuard©	TRaC survey Qualitative Gap survey
Activity 2 Increase access to and reach of market forces to support increased supply of WASH products at the community level	- Prod. 2	hand dug wells	SWIP	
	- Prod. 3	solar water pumps	SWIP	
	- Prod. 4	rural community latrines	SWIP	
	- Prod. 5	hand pump spare parts	SANMARK	Market Survey
	- Prod. 6	H/hold hygiene improvement products	SANMARK	Market Survey
	- Prod. 7	hand washing	SANMARK	Market Survey
	- Prod. 8	household latrines	CLTS	Latrine manual
	Activity 3 WASH-friendly schools and clinics			SWIP SANMARK
Activity 4 Pilot publicly owned, privately managed, public- ablution facilities in three urban centers	- Prod. 9	urban public latrines	SWIP	

INTENDED RESULT TWO – PROJECTS, INITIATIVES AND SURVEYS UTILIZED

Activities and Products		Projects and initiatives		
		Primary	Secondary	
To Build Household and Community Demand for WASH Products				
Activity 1 Participatory community action through the CLTS process		CLTS	TRaC Qualitative Gap survey	
Activity 2 Develop a latrine manual		CLTS	Latrine manual	
Activity 3 Build community and household demand, through Social Marketing, for WASH product usage and WASH infrastructure, ownership, management, and maintenance	- Prod. 1	WaterGuard POU Water Treatment	BCC	TRaC
	- Prod. 2	Hand Dug Wells	BCC	
	- Prod. 3	Solar Water Pumps	SWIP	
	- Prod. 4	Rural Community Latrines	BCC	
	- Prod. 5	Hand Pump Spare Parts	SANMARK	Market Survey
	- Prod. 6	H/hold Hygiene Improvement Products	BCC	
	- Prod. 7	Hand Washing	BCC	
	- Prod. 8	Household Latrines	CLTS BCC	
	- Prod. 9	Urban Public Latrines	SWIP	
To apply Behavior Change Communication at the National and Community Level				
Activity 1 Undertake research in behavior determinates around sanitation and hygiene practices (baseline study)		BCC	TRaC Qualitative GAP survey	
Activity 2 Develop targeted BCC materials and disseminate messages and materials through innovative communication mechanisms		BCC		
Activity 3 Work with youth groups, school bodies and PTAs to implement hygiene improvement activities for youth		BCC		
Activity 4 Promote water and sanitation practices through community health clinics		BCC		
Activity 5 Build skills of community leaders to speak out on sanitation and water issues		BCC		

INTENDED RESULT THREE – PROJECTS, INITIATIVES AND SURVEYS UTILIZED		
Key enabling environment focus areas	Projects and initiatives	
	Primary	Secondary
National sector reforms/policy improvement	Capacity building	KAP survey Institutional Capacity survey Latrine manual
Improved coordination	Capacity building	KAP survey
Improved and sustained community involvement	Capacity building BCC CLTS	TRaC survey Qualitative Gap SANMARK survey Latrine manual
Improved financing and public-private partnerships	SWIP SANMARK	Sanitation marketing survey

Although each project is implemented with the aim of achieving a specific objective [intended result], the impact and results of the projects and naturally interrelated and affect other objectives as well. To make sure that resources are utilized in an optimum manner, CHF and PSI staff often work together to coordinate their efforts and to keep all abreast of their plans and activities. PSI field officers share office space with their CHF counterparts in the three IWASH county offices, while the Technical Advisor of PSI has a desk at the offices of CHF in Monrovia and regularly meets with the IWASH COP on all program-related matters

5.2 IMPLEMENTATION STRATEGY FOR THE REPORTING PERIOD

The USAID funded IWASH program is currently being implemented by CHF, international partners PSI and Chevron, and 11 Liberian registered WASH construction companies. IWASH works in close collaboration with the Liberian government at all levels and on all aspects of the program.

During implementation year Oct 2010 – Sep 2011, developments such as the program realignment, the Ivorian refugee crisis, and a non-performing partner complicated program implementation and delayed progress. The aim during the current reporting period was to address these issues and regain lost momentum. To achieve this, certain crucial activities were prioritized as the main focus of program implementation. These include:

- Conducting and completing a series of surveys and studies to determine needs and solidify a baseline for intervention,
- Developing and adopting new implementation strategies for continuing construction and CLTS activities for the remainder of the program
- Commencing with implementation of these strategies which replaced ADRA,
- Prioritizing the implementation of activities that focus on capacity building and improving the enabling environment.

During the current reporting period, IWASH gained momentum in efforts to achieve Intended Results 1 and 2. IWASH contracted local companies to construct latrines and hand dug wells, CLTS field staff joined forces with government staff at district and county levels and commenced with the CLTS process in all 46 communities targeted for implementation year 3, and IWASH completed the first of three publicly owned, privately managed latrines. Implementing partner PSI continued with the promotion of point-of-use water treatment and, following their Delta workshop in January 2012, finalized their BCC strategy for the remainder of the program.

IWASH aims to concentrate efforts on improving the enabling environment as in accordance with requirements set forth under IR3 and building of capacity at government and community level. To prepare for this a number of surveys and studies were conducted in the reporting period. The information gathered from these surveys serves as the baseline for implementing initiatives to improve capacity.

6 PROGRAM IMPLEMENTATION ACTIVITIES: ACHIEVING IR 1

(Increase access to water supply, sanitation, hygiene and household level products)

In order to achieve IR1, IWASH is focusing on building a sustainable supply of WASH products, leveraging market forces wherever possible, to meet increased household and community demand for IWASH products and infrastructure. The four program activities under IR 1 focus on the supply and demand of nine WASH products, which include:

- **Under Activity 1 - Improved access to POU water treatment products**
 - 1 WaterGuard point of use water Treatment

- **Under Activity 2 - Increase access to and reach of market forces to support increased supply of WASH products at the community level, and Activity 3 - WASH-friendly schools and clinics**
 - 2 Hand Dug Wells
 - 3 Solar Water Pumps
 - 4 Rural Community Latrines
 - 5 Hand Pump Spare Parts
 - 6 Household Hygiene Improvement Products
 - 7 Hand-Washing facilities
 - 8 Household Latrines

- **Under Activity 4 - Pilot publicly owned, privately managed, public ablution facilities in three urban centers**
 - 9 Publicly Owned, Privately Managed Urban Public Latrines

IWASH aims to achieve IR 1 mainly through implementation of the following projects:

- The WaterGuard© Distribution and Promotion Project, implemented by PSI
- SWIP [small WASH infrastructure projects] implemented by CHF
- The SANMARK project, implemented by CHF and promoted by PSI
- The CLTS project, implemented by CHF

6.1 WATERGUARD DISTRIBUTION FOR POINT OF USE WATER TREATMENT [POU]

CHF's main implementing partner for IWASH is PSI. They are responsible for the behavior change communication [BCC] and point of use water treatment components of IWASH. WaterGuard© is the product that is promoted for purification treatment of water before usage.

Distribution and sales for the reporting period fell short of expectations. Following the DELTA Workshop in January this year [see Chapter 7, Para. 7.2.1.2] to develop a new social marketing plan for the remainder of the program period, PSI placed a renewed focus on the sales and distribution of WG to accelerate current sales trends. They commenced with implementation of the new marketing plan in February this year and are confident that sales and distribution of WG will meet expected targets in the future.

A total of 36,600 units of WaterGuard were distributed and sold during the reporting period. Total distribution figures to date for the program are as follows:

WATERGUARD DISTRIBUTION TO COMMUNITIES					
	Distribution target	Units sold	Units distributed free	Total distribution	Achievement
Distribution during this reporting period	79,846	5,880	30,720	36,600	45.8%
Total distribution to date	232,846	29,540	165,660	195,200	83.8%

Products: WaterGuard, dish racks, and jerry cans

Under the Intended Result 1 (IR1) PSILiberia was initially required to implement the social marketing of point of use water treatment product, WaterGuard. However, the revised guidelines for the project in February 2011 required that PSI expand the list of the household products for promotion to include jerry cans and dish racks. After this revision in the field, 31 communities are now using clothes lines and dish racks, while 11 are using jerry cans to store drinking water.

The IWASH team found that working with the communities on the new products took a significant portion of field staff's time, bringing a potential concern about the amount of effort required to promote these products compared to the potential benefits. The qualitative study showed that jerry cans are also a barrier to the purchase of WaterGuard by community members, because the jerry can cost is perceived as too high once someone decides to purchase WaterGuard. As Liberia is a country that has become accustomed to post-conflict free distribution, any marketing effort must have gradual targets with a long-term vision of shaping a vibrant marketplace. During the DELTA social marketing workshop, the participants decided that beginning February 2012 the focus will be on WaterGuard sales and distribution.



6.1.1 Procure and socially market 79,846 blue and white bottles of WaterGuard

The procurement and distribution of WaterGuard is the primary function of the point-of-use water treatment project. Strategies employed to distribute the product include: routine field sales trips to conduct direct sales and distribution, free distribution in target counties at events such as Global Hand Washing Day, World Water Day celebrations, the national measles vaccination campaign (conducted by MOH), and during different handover ceremonies.

With the new marketing plan, strategies such as (a) creating regional sales points in each district headquarters, (b) branding regional sales points, and (c) using market day awareness for more focus on promoting WG, commenced just after the development of the new marketing plan which began in February 2012.

6.1.2 Create Regional Sales Points at district level

The GAP survey and the qualitative study conducted in April and October and November 2011, respectively, revealed perceived availability as a barrier to the use of WG by consumers. During the marketing plan development in January and February 2012, an objective to increase coverage by 7%, to reach a total of 25% coverage, was agreed upon. During March 2012, IWASH conducted a sales tour within the 3 counties and 3 regional sales points were established, one in each county headquarters. By the end of 2012, the goal is to have 17 regional sales points spread out in the districts where IWASH is currently operating.

6.1.3 Brand one major Sales Point in each of the three target counties

All of the regional sales points to be established in 2012 will have wall branding, a highly visible point of sale advertising channel. The wall branding, including messaging and design, is based on the marketing plan which resulted from DELTA social workshop. A copy of the wall branding was sent to the owners of the regional sales points in order to obtain their consent for using a section of the wall of their shops. For the three new regional sales points created in March, all the owners consented and IWASH was able to brand three walls with WG and the new tagline: “*Clean Water, Brighter Life!*”

6.1.4 Create retail sales points using nontraditional channels

To ensure the availability of products at community level, the field agents are mandated to create sales points. IWASH staff visit shops, present WaterGuard, and provide the potential vendors with information such as wholesale and retail prices, profit margins, and instructions for stocking displays and reordering WaterGuard. Follow-up visits will ensure that newly created sales points will be serviced and continue to grow as vendors.

Two systems are in use to stock WG at the county level. First, WaterGuard can be supplied to IWASH field staff, so that stock is readily available at the IWASH county office, which can be issued to the local sales points at the county level.

Second, IWASH field staff can pull from the regional sales points to create and stock the retail points at a community level. As stocking WG at the county office level can be a problem, pulling from the regional sales points has become a solution to help increase availability of WG.

36-year-old Miatta Kollie from Gbarnga Town is a mother of three children. First introduced to *WaterGuard* by a PSI staff member who was conducting door-to-door awareness visits around her community, she was immediately interested in all the health benefits provided by such a product – benefits she says her family has certainly experienced since she began purchasing the product. When I was not using *WaterGuard*, I used to have some difficulties with my health,” Miatta explains. “Also, one of my daughters has a [sensitive] stomach. Almost every week or two weeks, she would come down with something like runny stomach. When she was sick, sometimes she would not go to school. Or if she did go, they would send her home.” Today, Miatta says her daughter rarely misses a day of school, and she herself has become somewhat of a *WaterGuard* ‘ambassador’ around her community – a role she says is made far easier by how palatable the product is.

6.2 SMALL WASH INFRASTRUCTURE PROJECTS [SWIP]

IWASH seeks to reach 203,111 persons for access to water, and 499,541 persons for access to sanitation. Activities aimed at achieving this target include the establishment of new boreholes and hand dug wells, the rehabilitation of existing water points, the construction of institutional latrines at schools and clinics in rural communities, and the construction of ablution facilities in Greater Monrovia. Progress to date is as follows:

IWASH SMALL INFRASTRUCTURE PROJECTS				
Activity	target	identified	commenced	Completed
Hand dug wells - new	39	39	19	1
- rehab	45	55	55	55
Boreholes established	10	10	10	9
Institutional latrines	24	24	10	0
PPP latrines	3	2	1	1

CHF initially partnered with ADRA to construct new hand dug wells and institutional latrines, but ADRA unfortunately failed to complete the projects. CHF has since terminated the partnership and is currently implementing the SWIP component with 11 registered Liberian contractors. The contractors have been appointed following a national tendering process. They are being supervised jointly by IWASH field officers and technical staff from the Ministry of Public Works [MoPW]. The Ministry takes part in all stages of project implementation and assists in contractor selection and construction monitoring. The Ministry is also responsible for certifying project completion and handover.

Community participation in construction of the facilities has been encouraged, and communities generally assist in the sourcing of materials such as sand, gravel, and timber. They also provide lodging to the work teams and storage for materials. A number of contractors have appointed community members to their labor teams.

6.2.1 New Hand Dug Wells

IWASH aims to establish 39 new hand dug wells in Bong, Lofa, and Nimba Counties. The wells are constructed in communities [31 wells], at schools [6 wells] and clinics [2 wells]. In 2011, ADRA commenced with construction of 12 new wells. Construction has since been stopped and work on all but one of the wells has been condemned. These wells are now being reconstructed. Progress to date is as follows:

Establishment of New Hand Dug Wells – Progress: 31 March 2012						
County	Target	Community identified	Contractor mobilized	Construction commenced	Construction completed	Handed over
Bong	13	13	6	3	0	0
Lofa	13	13	6	3	0	0
Nimba	13	13	7	6	1	1
Total	39	39	19	12	1	1

A team of six contractors [two in each county] is currently undertaking construction of the wells. Progress is slightly slower than anticipated, as the emphasis is on quality rather than speedy completion. Community

involvement has been satisfactory and government officers at county level have been encouraged to join IWASH technical staff in monitoring and supervising progress, and are continually updated on progress. It is anticipated that 80% or more of these projects will reach completion during the following reporting period.

6.2.2 New boreholes:

IWASH has been coordinating efforts with USAID partner RBHS to establish a series of boreholes at clinics that have been constructed and rehabilitated by RBHS. A total of nine clinics have been identified and IWASH appointed two contractors in 2011 to construct ten boreholes in the three counties. Nine of these boreholes were earmarked for clinics and one for a school. Progress is as follows:

Establishment of New Boreholes – Progress: 31 March 2012					
County	Target	Construction commenced	Drilling Completed	All Construction Completed	Facility in use
Bong	3	3	3	3	3
Lofa	4	4	4	3	2
Nimba	3	3	3	3	3
Total	10	10	10	9	8

The contractors commenced with construction of all ten boreholes and completed nine boreholes in 2011. Drilling at the 10th borehole at Bazagezia community in Lofa County has been completed, as has the apron. The pump will be installed in April this year. Water yield at a couple of boreholes has since completion become turbid or reduced. The relevant contractor has been informed and has since fixed the problem in all but one borehole in Nimba County – this issue will be resolved in the following reporting period.

6.2.3 Solar water pumps

IWASH has recently completed the establishment of boreholes at 8 clinics that have been constructed or rehabilitated by RBHS. Among these, IWASH intends to construct water towers with storage tanks at those facilities that have been fitted with internal plumbing and sanitation appliances.

The standard means of transferring water from a borehole to storage tanks consists of an electrical submersible pump powered by a generator. The community is familiar with this equipment and when breakdowns occur, they generally know how to do repairs. The challenge that remains with this system is that clinics often do not have sufficient operating resources to provide fuel for the generator on a continuous basis.

In an attempt to address this problem, IWASH intends to pilot use of renewable energy through panels to power the borehole pumps later this year.

Although solar panels are an efficient source for generating renewable energy, the technical complexity of a system consisting of a two horsepower submersible pump, a set of solar cells, a power storage unit, and a reticulation of relaying cables to convey electrical current, is such that the local community and technicians would not be capable of maintaining or fixing the system. IWASH is currently doing research to establish

whether there are suppliers of solar powered pumping systems in Liberia that would be prepared to provide maintenance training to village technicians, or alternatively to provide a regular maintenance service at an affordable cost once the system has been installed.

During the following reporting period, tower designs will be prepared, tenders will be placed and contractors will be appointed to construct towers at the clinics that have internal plumbing.

6.2.4 Rehabilitation of Water Points

IWASH has to date provided communities with access to potable water mainly by establishing new wells and boreholes. The exception was during the Ivorian refugee crisis in 2011 when IWASH rehabilitated 55 wells, mostly in Nimba County, to provide water access to refugees. A total of 39 new wells are currently being constructed.

According to the Liberian Water Atlas that was published by the Ministry of Public Works in 2011, only 58% of the 2,845 water points in Bong, Lofa, and Nimba counties were functioning and in use at the time. Many of the broken down wells can be repaired at relatively little expense: in the future IWASH aims to shift their focus from establishing new wells to the rehabilitation of existing water points by utilizing a model where existing and new pump repair technicians will be encouraged and assisted to establish enterprises to maintain and repair wells and pumps in a sustainable manner.

IWASH has identified approximately 45 non-functioning community water points in the three counties that will be targeted for rehabilitation in the following reporting period. An implementation plan is currently being put in place to train pump repair attendants and provide them with contracts to repair these water points. Training and water point repairs will commence in the following reporting period.

6.2.5 Institutional Latrines for Rural Communities

As part of their effort to establish and promote WASH friendly schools and clinics, and to increase access to water supply and sanitation for children, IWASH aims to construct a total of 24 latrines at schools [19] and clinics [5] in Bong, Nimba, and Lofa counties. As was the case with the establishment of new water wells, ADRA was also the implementing partner responsible for constructing a number of institutional latrines. All work conducting by them was subsequently condemned and after their dismissal, IWASH tendered for and appointed contractors to construct the facilities. Progress to date is as follows:

Construction of Institutional Latrines – Progress: 31 March 2012						
County	Target	Community identified	Contractor appointed	Construction commenced	Construction completed	Handed over
Bong	8	8	4	0	0	0
Lofa	8	8	4	0	0	0
Nimba	8	8	2	0	0	0
Total	24	24	10	10	0	0

Five contractors have been appointed and will commence with construction of ten latrines in April this year. Additional contractors will be appointed once the average construction rate of the current contractors has been established.

As with the establishment of water wells, MoPW staff has been involved in contractor appointment and will also assist in monitoring quality of work. Representatives from MoE and MHSW will be kept informed of progress and once a facility nears completion, staff from these Ministries will be closely involved in completion certification and project handover.

6.2.6 Public Private Partnership [PPP] Latrines

In an attempt to find a workable solution to the ever present and urgent demand for clean and hygienic public sanitation facilities, IWASH is utilizing a public-private partnership model for piloting the construction and management of three modern public latrines in partnership with waste disposal specialists Libra Sanitation Inc, and Chevron. Libra is responsible for managing and maintaining the facility once it is operational, while IWASH is responsible for the design and construction of the building. Chevron provides part funding for implementation of the pilot project.



Construction of the first facility, located adjacent to the New Georgia Market for use by the market vendors and the surrounding community, reached completion in December 2011. At a ceremony organized by IWASH, the facility was handed over to the District Commissioner, who in turn handed it over to the New Georgia community after confirming Libra Sanitation as operators of the facility. IWASH has since been monitoring operations and is facilitating monthly meetings between Libra and the community, wherein problems and issues are being discussed. Start-up problems such as periodic lack of piped water, discontent with having to pay for water, operating hours, etc. have been dealt with at these meetings.

To date, Libra kept the facility in excellent condition, and records indicate that despite having to pay for the facility, the number of daily users has increase gradually. IWASH will continue to monitor operations for a further six months, and longer if necessary.



The second latrine will be constructed in Logan Town community in Monrovia. IWASH has completed a survey to establish demand, and one of the landowners in the community has donated a suitable plot for construction of the facility. The next step is to meet with the community to confirm that the facility is desired, and to receive an official request from the Commissioner for Logan Town. IWASH will then approach MHSW and MoPW to assist with the planning and design of the project, after which it will be submitted to USAID for approval. Chevron and Libra will remain partners with CHF.

IWASH has also received a request from the mayor of Paynesville for the construction of a similar facility in her town. When IWASH staff explained that a public latrine project previously planned for Paynesville in 2011 did not materialize due to unavailability of land, the mayor immediately undertook to make land available to for such a project. IWASH will follow up on this in the next reporting period.

6.3 SANITATION MARKETING PROJECTS [SANMARK]

One of the strategies that IWASH employs to achieve IR 1 is to increase access to and reach of market forces to support increased supply of WASH products at the community level. The SANMARK project works to promote linkages and policies that increase access to and reach of market forces to build supply network capacity, while simultaneously encouraging and nurturing community-driven demand for WASH products. Three WASH products have been identified for this project:

- Hand pump spare parts for wells
- Tippy-tap hand-washing devices
- Sanitation floor plates [sanplats] for domestic latrines

During the previous reporting period, a CHF engaged a consultant, who conducted a market research survey to identify behaviors, opportunities, and barriers for the marketing of these products. The survey focused on understanding both supply and demand aspect of each product by targeting decision-makers at the household level, vendors, and masons. A follow-up field visit was conducted in December 2011 to verify data and test results, after which a report was produced that analyzed survey findings and formulated strategies for establishing sustainable supply lines for these products.

The study recommends that the strategy establish itself and learn lessons in the first year, using hand washing devices as the first product for promotion, before introducing hand pump spare parts and sanplat marketing in the second year. IWASH had previously commenced with sanitation marketing of hand pump spare parts in 2011, and thus will build on these activities and then commence with the introduction of the other products in the following implementation year.

6.3.1 Pump Spare Parts

In order to meet the demand for efficient pump attendants, IWASH aims to identify persons with entrepreneurial ambitions in the target counties and districts that would be interested in establishing small businesses to maintain and repair water wells. These persons will then be provided with training and skills to equip them to start such enterprises. IWASH intends to rehabilitate a number of water points over the next three years and the trained pump attendants will be contracted to do these repairs. IWASH will provide them with support in the execution of the projects and it is hoped that many of these attendants will become independent contractors that will market themselves and continue with their enterprises beyond the life of IWASH.

Forty eight community members in the three target counties have received basic pump repair training to date. IWASH will provide advanced training to those among them that are interested in becoming pump repair contractors. IWASH will furthermore attempt to identify and recruit veteran pump technicians that are currently providing repair services to communities. These technicians will work with the newly trained contractors to provide guidance and leadership.

In 2011 the program procured and pre-positioned assorted hand pump spare parts in the three target counties, whilst pump spare parts sales outlets and other vendors have been identified to engage in the stocking and sales of the parts. Once contracts have been awarded, IWASH will link the trained pump technicians with the spare parts sales outlets and communities in a tripartite business relationship whereby communities will generate their own funds using the “Cashbox System” to pay for the pump technicians to repair the non-functional pumps for the community.

6.3.2 Latrine Slabs and Hand Washing Devices

The market survey recommends that the sanitation marketing strategy establish itself and learn lessons in the first year using hand washing devices as the first product, before introducing hand pump spare parts and sanplat marketing in the second year. IWASH has however commenced with the establishment of pump spare parts supply lines in 2011, and will continue in the current implementation year. Focus will turn to hand washing devices and latrine slabs in the following implementation year.

6.4 COMMUNITY LED TOTAL SANITATION [CLTS]

Although the main focus with the CLTS project is to increase community awareness of the importance of proper sanitation and water usage habits, the project also expects communities to construct latrines to enable them to progress towards ODF status. The construction of these latrines will contribute to the establishment of sanitation facilities for the IWASH target community. Details about the CLTS project can be found in this report in Chapter 7, Section 7.1 *Community Led Total Sanitation [CLTS]*

7 PROGRAM IMPLEMENTATION ACTIVITIES: ACHIEVING IR 2

(Increased community knowledge and use of potable water supply and storage technologies, sanitary practices and water hygiene)

To achieve IR2, IWASH is working with the government of Liberia, the private sector, and local communities to increase knowledge and create viable demand for WASH products and infrastructure. Household and community demand for WASH products is being built by means of active participatory community action and through social marketing for WASH product usage [see nine products under IR 1] and for WASH infrastructure ownership, management, and maintenance. The main tools that IWASH utilizes to achieve this are the Community-Led Total Sanitation (CLTS) and Behavior Change Communication (BCC) strategies. Both initiatives focus on three key hygiene improvement behaviors. These are:

- Hand-washing with soap at critical times
- Consistent use of point-of-use water treatment and safe storage
- Latrine/toilet usage and safe disposal of human feces

The CLTS and BCC approaches are inherently linked and supportive of each other – while the CLTS triggering process in communities leads to sustainable sanitation solutions (through latrine construction), targeted behavior change communication [BCC] activities (mass media, IEC materials, IPC) will all reinforce the reasons how and why the triad of key behaviors are essential in the prevention of diarrheal diseases.

7.1 COMMUNITY-LED TOTAL SANITATION [CLTS]

CLTS is an innovative methodology for mobilizing communities to completely eliminate open defecation. Communities are facilitated to conduct their own appraisal and analysis of open defecation and develop their own plan of action to become open-defecation free (ODF). CLTS focuses on the behavioural change needed to ensure real and sustainable improvements – investing in community mobilization instead of hardware. CLTS triggers the community's desire for change, propels them into action and encourages innovation, mutual support and appropriate local solutions, thus leading to greater ownership and sustainability. It accomplishes all of this without external subsidies for latrine construction.



Although CLTS is still a growing concept in Liberia, the Ministry of Health and Social Welfare, the Ministry of Public Works, UNICEF and CHF (IWASH) are all taking an active lead in promoting the CLTS approach nationally. The National CLTS Coordination Unit (UNICEF, MPW, MOHSW and communities) has been established at national government level to coordinate the development and implementation of CLTS in Liberia.

In 2011, CHF partnered with ADRA to implement the CLTS project for IWASH. When this partnership was dissolved in November 2011, CHF employed a new strategy for project implementation where the CHF CLTS team joined forces with government employees to form CLTS monitoring teams to implement the

project. The county steering committees also became more actively involved in the project by conducting regular monitoring site visits to CLTS communities.

The target for implementation year three is to trigger 45 communities in three counties and guide 30 of these communities to achieve ODF status. To date, latrines have been built in 23 of the 46 triggered communities and a total of 1,145 people currently have access to improved sanitation facilities. The project is currently progressing well and is on course to achieve this target. Progress to date is as follows:

CLTS IMPLEMENTATION TARGETS AND ACHIEVEMENTS TO DATE						
Activities	Targets and Achievements per County					
	Bong [4,637 persons]		Lofa [3,259 persons]		Nimba [2,726 persons]	
	Target	Achieved	Target	Target	Achieved	Target
Number of CLTS project communities	15	22	15	12	15	12
CLTS consultative meetings and formation of county CLTS steering Committees	1 meeting	1 meeting	1 meeting	1 meeting	1 meeting	1 meeting
County CLTS steering committee meeting (once a month)	5 meetings	5 meetings	3 meetings	3 meetings	3 meetings	2 meetings
County CLTS steering community monitoring (four times a month)	24 visits	8 visits	24 visits	6 visits	24 visits	2 visits
County level CLTS facilitators training	1	1	1	1	1	1
Training of natural leaders	42 leaders	40 leaders	24 leaders	24 leaders	24 leaders	23 leaders
Triggering of communities (#communities)	15	22	15	12	15	12
Community ODF plans developed (#communities)	22	22	12	12	12	12
Pits dug	122	76	0	40	0	29
Slabs made	122	50	0	22	0	5
Walls and roofs built	122	49	0	25	0	5
Latrines constructed (completed)	122	38	84	22	0	0
Communities with 1 or more latrines completed	15	15	15	8	15	0
Garbage pits established	0	0	0	22	0	7
Hand washing facilities established	122	5	0	3	0	0
Dish racks built	0	62	0	43	0	95
Clothes lines set up	0	23	0	37	0	77
Communities reaching ODF status	10	0	10	0	10	0

7.1.1 CLTS Implementation

Implementation Activities to date include:

7.1.1.1 Formulation of a Six Month CLTS Implementation Plan

IWASH met with the CLTS National Coordination Unit (NCU) and other stakeholders in February 2012 to develop a CLTS implementation strategy for the six month period from March – September 2012. The plan

includes County CLTS Consultative meetings with key stakeholders, training of facilitators and natural leaders, monitoring of communities progressing towards ODF status, and celebration of ODF status once the community reaches this point.

7.1.1.2 Formation of CLTS County Steering Committees in three counties

IWASH facilitated consultative meetings in three counties for the NCU. The meetings were attended by county government staff of all the relevant ministries. At the meetings, the NCU explained the CLTS approach and oversaw the establishment of a CLTS county steering committee in each of the three counties [Bong, Lofa, and Nimba.]

7.1.1.3 Training of CLTS Facilitators

In November 2011 and in March 2012, IWASH facilitated the training of 46 facilitators for Bong, Lofa, and Nimba counties. The facilitators are government employees at the county and district level that were identified for training by the county CLTS steering committees. Training was done by trainers from the NCU and took place over a period of five days at training workshops in Bong, Lofa, and Nimba counties. During the training, the facilitators assisted in the triggering of 17 new CLTS communities.

7.1.1.4 Training of Natural Leaders

Upon completion of the training of the CLTS facilitators, IWASH facilitated workshops in each of the three target counties for the training of natural leaders. Natural leaders are those community members that demonstrated interest during the pre-triggering and triggering sessions in sanitation and in helping and leading the community members to find solutions to their sanitation problems and achieving ODF status. They are the community role models for sanitation. Their tasks include monitoring their communities daily and encouraging their efforts to achieve ODF status. They maintain and submit CLTS monitoring forms to the IWASH team and the county steering committee on a regular basis. They are the focus for CLTS in the community. They also report to the community on progress made in achieving ODF status.

Ma-Vagola Yamah is the co-chair of the Lofa county traditional council. She was selected by the council to attend the county level CLTS facilitators training. She said to the IWASH team that when her council selected her to be a participant at the facilitators training, she thought that the council was making a poor decision because she is illiterate and would not be able to facilitate the CLTS process for other communities. She nevertheless told herself that "I will not refuse a call to duty." The training turned out to be hands-on and participatory, and she received support and encouragement from the team of facilitators and participants. "After the classroom session, I was selected as lead facilitator for the triggering session in two communities, and served as facilitator in the community natural leader training. I am one of the participants that was selected to be monitored for appointment as lead facilitator in the county. I came to realize that not being able to read and write has nothing to do with my passion for sanitation and my willingness to trigger others to work for ODF status. I am proud to uphold CLTS in the traditional council and among the women and people of Lofa County."

A total of 87 natural leaders were trained during the workshops. They represent 46 communities where IWASH is currently implementing CLTS and they work in close cooperation with the CHF and government CLTS field monitoring teams.

7.1.1.5 Monitoring of Triggered Communities

The activities and progress of the 46 communities that have been triggered to date are being monitored by CLTS monitoring field teams that consist of IWASH staff and county and district government employees, mostly from MHWS and MoPW. These teams visit each CLTS community up to three times a week to ensure that the natural leaders in each community maintain the CLTS activities journal and work with families to achieve ODF status.



7.1.1.6 Monitoring of Triggered Communities

The activities and progress of the 46 communities that have been triggered to date are being monitored by CLTS monitoring field teams that consist of CHF field officers and County and District Government employees mostly from MHWS and MoPW. These teams visit each CLTS community up to three times a week to ensure that the natural leaders in each community maintain the CLTS activities journal and work with families to achieve ODF status.

7.1.1.7 Facilitation of National CLTS steering committee monitoring field trips

In January 2012, IWASH facilitated a field trip by the NCU to the three target counties to do an assessment of progress made by IWASH and other role players in the implementation of the CLTS project.

7.1.1.8 Provide logistical support

IWASH provides logistical support to the NCU and county steering committees from time to time to enable these bodies to execute their duties. The NCU has been supplied with a small consignment of stationery, while the IWASH field offices provide weekly transport for members from the county CLTS steering committees when they pay visits to CLTS communities to monitor progress.

7.1.2 Preparation of a latrine manual

IWASH has completed a latrine manual, which was submitted to USAID. The latrine manual provides a range of designs suitable for household, community, and institutions necessary to build their own latrines. The latrine manual also advances low-cost, locally available materials for such constructions, with bills of quantity and use, management, and maintenance characteristics for each specific design. The manual is meant to be used in activities undertaken at the community level to promote discussion and implementation of options. The manual is being replicated and will be distributed to stakeholders such as vocational training institutes and youth training projects engaged in construction. Copies will also be made available to government partners at the national, county, district, and community levels and will serve as the guiding document for all related construction under the IWASH project.

7.2 BEHAVIOR CHANGE COMMUNICATION [BCC]

Under IWASH, implementing partner PSI is mandated to expand the promotion and distribution of WaterGuard (WG) as well as to lead behavior change communication (BCC) activities, disseminating

messages on three key topics: hand washing with soap, consistent Point of Use (POU) water treatment (with WaterGuard) and safe storage, and safe disposal of feces for both adults and children by using latrines.

The period under review was dominated by three major activities: the qualitative gap study, a workshop that created a marketing plan for the software component of IWASH, and the start of the implementation of this marketing plan.

Output during the period included:

- 1,501 households visited in Bong, Nimba, and Lofa
- 18,500 people reached: 10,346 females and 8,154 males, including 1,236 caregivers of children under five years of age
- 29,653 school aged children reached by the 146 active Peer Educators
- Three WASH special events celebrated: Global Hand Washing Day, World Toilet Day, and World Water Day. Support for these was given to MOHSW and Ministry of Education
- Radio jingles [including one for MOHSW to promote 2011 Global Hand Washing Day celebration] aired 2,004 times (532 on hand washing and 1,472 on water treatment)
- Trained staff from the Government of Liberia MOHSW (National Health Promotion Division: NHPD) and LISGIS, WASH consortium, and WASH Reporters and Editors Network to use tools for qualitative gap survey and to design a marketing plan using findings from surveys
- Free cartons of WaterGuard were provided to MOHSW to:
 - Provide motivation to bring children to the national measles campaign sites
 - Help the CHT team of Cape Mount county combat the cholera problem from Sierra Leone
 - Assist the IWASH CHTs within Bong, Lofa, and Nimba counties to prepare for increased diarrhea cases during the rainy season.



Activities during the reporting included:

7.2.1 Conduct a qualitative gap study and develop a marketing plan

7.2.1.1 Conduct a Qualitative GAP Study

In order to guide decision making for BCC messages, in 2010 PSI conducted a Tracking Results Continuously (TRaC) survey on water, sanitation and hygiene practices of 1,995 caregivers of children under five in the six initial counties and target communities within Greater Monrovia. The TRaC survey mainly provided insights into factors and barriers related to water treatment behaviors, and did not generate enough insights related to other WASH key behaviors, including: (1) use of an improved latrine (by adults); (2) safe disposal of children under five (CU5)'s feces (in a latrine) by adults; and (3) hand washing with soap water at critical times. Therefore, a qualitative gap study was conducted to gain additional knowledge and understanding about the drivers and barriers of the remaining behaviors that the study identified. These included:

- **For the utilization of latrines**, key barriers included a lack of available latrines or resources to build latrines, low knowledge about the health impact of open defecation, and a fear of falling in the toilet. Drivers included the social status enjoyed by those who own a latrine, and the motivation of men to build latrines so their wives wouldn't be shamed by having to defecate in the bush.
- **For the safe disposal of children's feces**, four barriers emerged as the most relevant in the study. They are: the lack of latrines, fear of sending children alone into the bush to defecate, the very busy schedules of caregivers, and the fact that defecating in the yard is considered to be normal in the community.
- **For hand washing at critical times**, the key barriers include the perception that hand washing is time-consuming, a resistance to pay for hand washing soap, and that hand washing is not habitual. The study found that desire to make hands look physically clean was the only important driver for washing hands at critical times.
- **For household water treatment**, the main barriers included perceived availability, busy caregivers, taste, and that treating water takes too long.

These results and insights of the qualitative gap study formed the foundation for the development of the key messages in the DELTA social marketing planning process, which resulted in a newly focused and strategic IWASH marketing plan.

8.1.3.1 Develop a marketing plan

The PSI process for creating a marketing plan is called "DELTA." Its key components include audience insight, brand position and situation analysis. The DELTA process begins with a situation analysis and identification of strategic priorities for the communication or marketing plan. By putting the target audience at the center, the DELTA process helps to define objectives around the 4P's of marketing (product, place, price, and promotion) and to develop a communications mix that will reach the target audience at appropriate times with appropriate messages, in order to influence behavior change.

The foundations of the DELTA approach are audience insight, brand positioning, and market dynamics. In the IWASH DELTA this meant drawing together the findings from the quantitative research (TRaC), qualitative research (Gap Study), and lessons learned from implementation to: segment the audience; create several audience archetypes to orient behavior change messages; position the WaterGuard brand and IWASH behaviors (hand washing, water treatment, feces disposal, and latrine building); define marketing objectives for 2012; and lay out the 4P plan to achieve those objectives.

Until the DELTA marketing planning process brought together all the insight from the research and implementation experience, the focus of the messaging was on building knowledge. The research clearly shows that although practicing desired behaviors is low, knowledge levels are quite high. Further, the research showed that social norms are the primary barrier to increasing hand washing, water treatment, and safe feces disposal. Increasing audience knowledge will not be ignored, however, as each of the desired behaviors has an area where knowledge lags behind. Using soap, for example, is not widely known to reduce germs, and the distinction between clear water and safe water is also not widely understood.

The 4P marketing mix for WaterGuard will include improvements in packaging and placement alongside soap and other personal cleaning products in shops and market outlets. For hand washing, the messaging will be a positive message about how clean hands show respect when shaking hands. For water treatment, the message will emphasize that a short amount of time (30 minutes) can provide clean water for the family for a whole day. And for feces disposal, the message will be how disposing feces correctly instills pride in a clean home.

7.2.2 BEHAVIOR CHANGE COMMUNICATION ACTIVITIES FOR THE REPORTING PERIOD

7.2.2.1 Celebrate WASH related events within the period

- **Global Hand Washing Day (GHWD) celebration (October 2011)**

IWASH played a key role in ensuring that the national GHWD event was not cancelled, despite a busy election season and internal problems encountered by the ministries involved in the official celebration. This activity is also relevant under IR3, improved enabling environment for WASH at national, county, district and community level.

While the national GHWD celebration was postponed until October 28th, outside Monrovia the county-level celebrations continued as planned on October 15th in the three IWASH counties. A mix of communication channels was used to celebrate the event:

- Mass media: two jingles were produced and aired on community radio stations to promote hand washing with soap or ashes, and a 30-minute radio talk show was broadcast on a weekly basis for four weeks starting on October 15th.
- Interpersonal communication: as agents of change, key stakeholders for this aspect were primary and high school students who were engaged in competitions for drawing, song, and drama around the topic of hand washing with soap at critical times. They were also engaged in peer sessions at school and in their families. The prizes for the schools involved in the competition were: hygiene kits, books, cartons of soap and WaterGuard in addition to trophies for the 2011 WASH Champions.
- A print campaign supported all the activities with proper hand washing information.



- **World Toilet Day celebration (November 2011)**

From the second week of November to the end of the month, IWASH staff enhanced awareness around the importance of having and using latrines. Staff conducted door-to-door visits to disseminate this message. The staff also used this opportunity to emphasize the importance of maintaining clean latrines. During these activities, related brochures were widely distributed.

- **World Water Day celebration (March 2012)**

This event was celebrated at the county level on March 22nd 2012. The IWASH team used online materials from FAO for the key messages and banners. The banners were produced and sent to each of the three counties to support field work. The field staff was also given a list of information to be shared with the guest speakers at World Water Day celebration events.

Schools were also involved in the celebration events. Target schools, where IWASH has peer education programs, were invited to an indoor celebration. The key components of the celebration included a guest speaker and a game organized for the school-aged children around the number of liters of water needed for daily food. The indoor program was broadcast live in partnership with the community radio stations. This live broadcast enabled those who were not in attendance at the event to still be exposed to WASH activities and to learn some of the key messages from the celebration

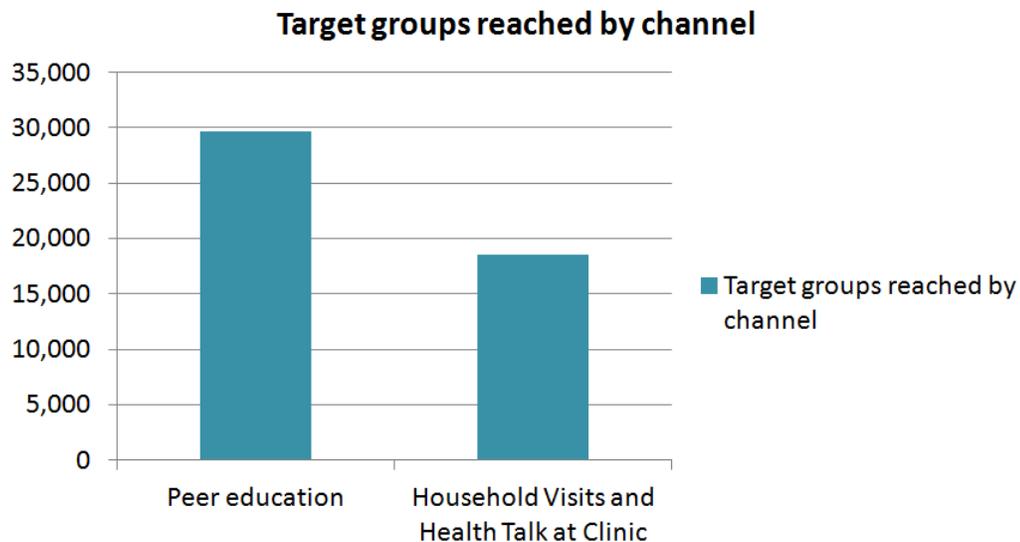
7.2.2.2 Mass Media

- **Air radio jingles**

During the period we were able to broadcast the two existing radio jingles; new radio spots will be produced in 2012, following the updating of the marketing plan, with revised key messages. A total of five radio stations aired the radio spots a total of 2,004 times, and included key messages on hand washing and water treatment. The water treatment message was aired 1,472 times, while the radio spot on hand washing was aired 532 times starting in September, one week before the GHWD celebration.

- **Train members of the WASH Reporters and Editors network**

The WASH Reporters and Editors were invited to attend the DELTA social marketing workshop, as a means of contributing to the development of their skills for WASH related issues, especially concerning the software component of IWASH. The reporters then provided some media coverage of this activity.



7.2.2.3 Interpersonal Communication (IPC)

Interpersonal Communication (IPC) is any face-to-face interaction that takes place with a target audience with the objective of changing their behavior. It provides direct contact with the receiver and is an important channel in a social marketing plan, as it allows for personal, customized, and more detailed messaging than mass media. IPC can be one-on-one, or with one or two IPC “Conductors” and a small group. The IWASH IPC intervention combines both one-on-one and group forms. In total, through the different IPC

approaches, we were able to reach 18,500 people.

- **Conduct peer sessions in target schools**

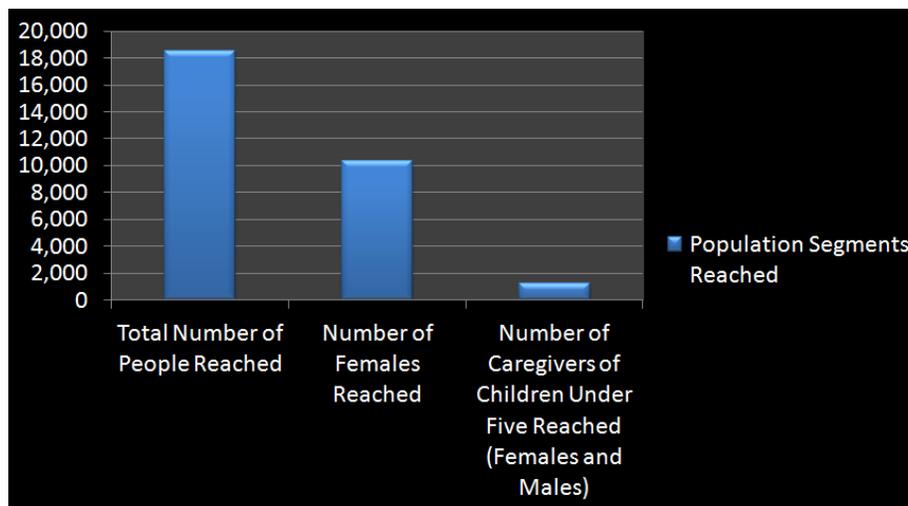
School-based safe water, sanitation, and hygiene promotion is a great opportunity to impact students' knowledge and behavior. It can also help with the adoption of safe water, sanitary and hygiene practices by parents, as the students are encouraged to share what they learn with their families at home. The trained Peer Educators (PEs) continue their work with a special focus on hand washing. To ensure the effectiveness and the quality of their work, IWASH staff conducted monitoring visits. Between October 2011 and March 2012, the 166 trained PEs reached a total of 29,713 peers.

- **Conduct health talks in the target clinics to reach mothers and caregivers of children under five**

Clinic days present a good opportunity where mothers and caregivers of children under five are open to hearing about health-related topics. As such, they present an excellent channel to talk about diarrhea and the vulnerability of children under five, the use of WaterGuard, the safe disposal of feces, and hand washing at critical times as a means of preventing diarrheal diseases. With the new marketing plan, clinic days have been identified as a key place where we can easily reach our strategic key target group, new mothers age 18-30 years old.

- **Household visits**

Field staff in Lofa, Nimba, and Bong visited 1,501 unique households. During these visits, the emphasis was on safe disposal of feces and drinking water treatment. During the household visits, the field staff observed many WASH related issues such as water storage, cleanliness of the dwelling, and solid waste.



Number of people reached through IPC intervention

8 PROGRAM IMPLEMENTATION ACTIVITIES: ACHIEVING IR 3

(Improved enabling environment for WASH at national, county, district, and community level)

At the request of USAID, IWASH project implementation coverage was narrowed from six focus counties and selected communities in Greater Monrovia to three focus counties (Bong, Lofa, and Nimba) and selected communities in Greater Monrovia. With this major realignment, the IWASH strategy shifted to devoting greater program focus and resources towards the achievement of Intended Result (IR) 3: *Improve the enabling environment for WASH at the national, county, district, and community levels.*

The purpose of this USAID requested realignment, which is in line with reform efforts defined in “USAID/Forward” and is based on the President’s Global Health Initiative (GHI), adopted by USAID, is to achieve a greater health impact in the beneficiary population by creating an enabling environment for improved access to water and sanitation through action-oriented Behavioral Change Communication at the national, county, district, and community levels.

To achieve this goal, the IWASH enabling environment approach is based on a strategy that focuses on engagement with major government actors and other key stakeholders (WASH Consortium, WaterAid, UNICEF, and the private sector) to facilitate the creation of an enabling environment for the WASH sector. Activities are designed to prioritize ownership, and community-level operation and maintenance in order to foster sustainability using mostly resources provided by communities themselves. During the reporting period, great effort has been put into ensuring that national, county, and district level authorities, as well as local opinion and community leaders, are actively involved in planning for WASH and take the lead on implementation, monitoring, and evaluation.

IWASH activities in the enabling environment are designed to encourage the development of system-wide models that can replicate successful outcomes under IRs 1 & 2. As priority activities, IWASH has mapped out four key enabling environment focus areas. These are:

1. National sector reforms/policy improvement
2. Improved coordination
3. Improved and sustained community involvement
4. Improved financing and public-private partnerships

Knowledge, attitudes, and practices related to these four key enabling environment areas have been assessed in two surveys (KAP and Sanitation Marketing) conducted by IWASH in order to draw conclusions that will lead to the development of approaches and activities to effect specific, measurable, and sustainable results that will support the government of Liberia’s overall capacity building strategy for the WASH sector at four levels of intervention. The levels are:

- National
- County
- District
- Community

Working with direct stakeholders and other WASH sector partners, IWASH identifies priority areas within each level and plans activities along with the direct stakeholders and sector partners that are geared

towards making improvements that lead to the creation of an enabling environment at each level, thereby covering the WASH priorities of the country in line with global initiatives such as the Millennium Development Goals, the eThikwini Declaration, the Sanitation For All Initiative, and the government of Liberia's Poverty Reduction Strategy (PRS).

8.1 KEY FOCUS AREA 1: NATIONAL SECTOR REFORM/POLICY IMPROVEMENT

Strategy and Approach:

The overall strategy of IWASH with regards to National Sector Reform/Policy Improvement is to work with government stakeholders and development partners at all levels, conducting meetings and other activities (workshops, seminars, dialogues) to identify prevailing sector reform and policy improvement issues in order to identify policy gaps that need to be addressed to make policies more responsive to present day realities.

IWASH activities also ensure that WASH policy and sector reform documents are sourced at the national level, are replicated and distributed at the county and district levels, and work with government partners at these levels to conduct refresher sessions on their roles and responsibilities in ensuring that the policies are enforced as a way of improving the enabling environment for WASH at each level.

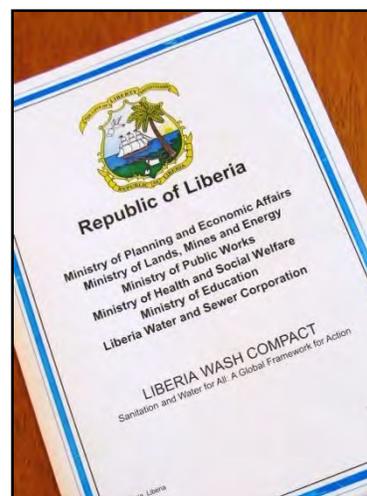
8.1.1 Interventions and Achievements at the National Level

At the national level, IWASH priorities and focus are on the following key issues:

- Policy Formulation
- Policy Interpretation and dissemination
- Establishment of structures to monitor and supervise policy implementation
- Review and revision of roles and responsibilities of county and district WASH actors
- Monitoring and evaluation

8.1.1.1 Policy Formulation

- a) IWASH reviewed, as a member of the National Water, Sanitation, and Hygiene Promotion Committee (NWSHPC), the Liberia WASH Compact, the WASH Sector Strategic Plan-2011-2017, the WASH Sector Investment Plan; 2011-2017. These documents now form the nucleus of WASH sector policy direction for the period 2011-2017.
- b) IWASH attends regular NWSHPC meetings, held once every month, chaired by the Assistant Minister for Community Services, MPW.
- c) IWASH supported and worked with WASH partners and civil society actors in advocacy that led to the signing of the Liberia WASH Compact by President Ellen Johnson-Sirleaf in January 2012. The advocacy involved interactive meetings/dialogues with members of the National Legislature, civil society meetings and crisis talks, production and broadcast of the "WASH Hour" radio program, amongst other activities.



- d) IWASH has been supporting and working with the WASH Reporters and Editors Network in the production and broadcast of “The WASH Hour” radio program that is operating as a medium for the exchange of news, views, ideas, and opinions on activities and happenings towards overall sector reforms and policy improvements in the WASH sector.
- e) IWASH management formed part of a seven person Liberia delegation that attended the AfricaSan 3 Conference on Sanitation held in Kigali, Rwanda from July 19-21, 2011. The delegation presented progress made in the Liberian WASH sector on meeting the targets of the eThikwini Declaration and the Millennium Development Goals, major WASH policy documents which the GoL is signatory to and is committed to implementing.
- f) IWASH is serving as a member of the National WASH Task Force for the planning of an advocacy strategy for the issuance of an Executive Order by the President establishing the Water Supply, and Sanitation Commission (WSSC). The task force was set up by the NWSHPC to critically plan activities that will form the crux of sector efforts to strength policy reform and improvements as they relate to regulating water and sanitation service providers and service delivery.
- g) IWASH management formed part of a five person Liberia delegation that attended the high level and multi-stakeholders dialogue that was held in Ouagadougou, Burkina Faso from December 5-8, 2011. The conference brought together stakeholders to discuss ways to bridge the financial gaps in the water and sanitation sector by developing recommendations for African countries. Key policy reform and improvement recommendations made during the conference include:
 - Encourage member countries and local authorities to implement the 1% Water Supply Finance Initiative
 - Engage with key national processes and institutions to give higher priority to water and sanitation
 - Improve aid effectiveness and public sector management within the various national and regional authorities in Africa
 - Emphasize the need for a holistic approach on the provision of water, sanitation and housing for the poor to attract funding from diverse sources
 - Create a conducive environment for private sector investments through robust regulatory frameworks
 - Form pro-poor and pro-business tariffs for increasing access to sanitation
 - Innovative funding mechanisms to be developed for basic services, emphasizing that these mechanisms need to be regulated and embedded in local organizations
 - Ensure that community participation is key to sustainability and there is scope to encourage community contributions
 - Partner to work with Water and Sanitation for All (WSA) to support countries to formulate and implement pro-poor and pro-business sanitation and water policies.

IWASH is currently collaborating with the NWSHPC, other partners, and civil society to engage government in ensuring that these decisions are implemented in a timely manner.

8.1.1.2 Policy Interpretation and Dissemination

- a) Supported the printing of 300 copies of the Liberia WASH Compact and distributed to key stakeholders at the national level. Copies of the compact were distributed to delegates that attended the recent Government of Liberia and Government of Sierra Leone High Level Ministerial WASH

conference in Monrovia from 21-22 March 2012 where commitments for the following three main themes were highlighted: 1. Sector Financing; 2. Institutional Reform; and 3. Ensuring Quality Service Provision. Copies of the printed compact were also taken by the Liberia Delegation to the High Level Meeting of Finance Ministers, WASH Sector Ministers, and Global Lending Institutions in Washington, D.C. to form part of the Liberian government's presentation at this high level forum for increased financing and government commitment to the sector.

- b) Copies of the Liberia WASH Compact, as well as other WASH policy documents, are being compiled for distribution to county and district level players for subsequent activities that will engender interpretation of these documents and definition of roles and responsibilities of the actors at each level in regards to the implementation of the policies.

8.1.1.3 Establishment of structures to monitor and supervise policy implementation

IWASH completed the renovation and handing over of an office space in the basement of the Liberia Hydrological Survey Building (at the Ministry of Lands, Mines, and Energy) to serve as provisional working space for the process leading to the establishment of the Liberia Water Supply and Sanitation Commission. The Commission, once established, will regulate tariffs, licenses, PPPs, service standards, and water laws compliance.



8.1.1.4 Review and Revision of Roles and Responsibilities of County and District level actors

Documentation is currently being prepared at the relevant government ministries and a review of roles and responsibilities will commence in the following reporting period

8.1.1.5 Monitoring and Evaluation

Once a review and revision of roles and responsibilities has taken place, IWASH will work with government to establish procedures for proper monitoring and evaluation of activities at the county and district levels.

8.1.2 **Interventions and Achievements at County Level**

At the county level, IWASH priorities and focus on national sector reform/policy improvement are on these key issues:

- Policy dissemination and interpretation
- Policy application and implementation
- Supervision and monitoring

8.1.2.1 Policy Dissemination and Interpretation

- a) Printed copies of the Liberia WASH Compact are ready to be distributed to WASH sector players at the county level.
- b) Printed copies of the other major WASH policy documents are ready to be distributed to WASH sector players at the county level and will be distributed during workshops and trainings to explain policy and procedures.
- c) Commenced mobilization of resources for the first in a series of WASH policy documents interpretation workshops for county and district level GoL and other WASH actors. The workshops will be rotated with venues selected at county and district levels bringing together the players from both levels.

8.1.2.2 Policy Application and Implementation

WASH government partners have already been identified at the county and district levels and policy documents will be made available to these partners, with workshops planned to interact with them on the applications of these policies and the roles they have to play in ensuring compliance. These workshops will commence in the next reporting period.

8.1.2.3 Supervising and Monitoring

Supervision and monitoring of policy application and implementation will commence in the next reporting period

8.1.3 Interventions and Achievements at District Level

At the district level IWASH priorities and focus on national sector reform/policy improvement are on these key issues:

- Policy dissemination and interpretation
- Policy application and implementation
- Supervision and monitoring

8.1.3.1 Policy Dissemination and interpretation

- a) Printed copies of the Liberia WASH compact are ready to be distributed to WASH sector players at the district level
- b) Printed copies of the major WASH policy documents are ready to be distributed to WASH sector players at the district level.

8.1.3.2 Policy application and implementation

WASH government partners have already been identified at the county and district levels and policy documents will be made available to these partners, with workshops planned to interact with them on the applications of these policies and the roles they the partners have to play in ensuring compliance. These workshops will commence in the next reporting period.

8.1.3.3 Supervision and monitoring

Supervision and monitoring of policy application and implementation will commence during the next reporting period.

8.2 KEY FOCUS AREA 2: IMPROVED COORDINATION

Strategy and Approach:

The overall strategy of IWASH with regards to improved sector coordination is to engage government stakeholders and development partners at all levels, and plan activities geared towards WASH promotion and improvement in Liberia. IWASH will continue its proactive and supportive collaboration with the CLTS National Coordination Unit to facilitate promotion of the CLTS process, while focusing on activities for implementation in the three counties.

Full participation and collaboration with sector partners will continue for the planning and implementation of activities commemorating global and national events such as Global Hand Washing Day and World Toilet Day, as a way to promote a high profile for WASH programming.

IWASH will ensure that coordination avoids duplication of strategies and activities and instead leverages the strengths of all stakeholders, such as organizing county level coordination and experience-sharing meetings.

8.2.1 Interventions and Achievements at National Level

At the national level, improved coordination priorities and focus are on these key issues:

- Collaboration and coordination with key partners and stakeholders including GoL ministries and agencies active in WASH (MoH/SW, MPW, MLME, MoE, LWSC, LISGIS), UNICEF, the Liberia WASH Consortium, other WASH implementing NGOs (CARE, ChildFund), and local construction firms identified for WASH hardware interventions
- Active collaboration and coordination with the CLTS National Coordination Unit for planning, implementation, and monitoring
- Planning, implementation, and monitoring

8.2.1.1 Collaboration and coordination with key partners and stakeholders

- a) Attended all regular called meetings of the NWSHPC and participated in the discussions and decision-making processes, information-sharing, and general coordination activities of the WASH sector.
- b) Selected, along with GoL partners and other stakeholders, to serve on the Task Force established by the NWSHPC to plan a strategy for advocacy and information-sharing on the process leading to the establishment of the WSSC by an Executive Order to be issued by the President of the Republic of Liberia. The Task Force has been meeting regularly and is to present its report to the NWSHPC in the last week of April.
- c) Initiated and supported the production and broadcast of the regular WASH Hour radio program which acts as a medium of coordination, collaboration, advocacy, and information-sharing of WASH sector

activities on the national scale. The WASH Hour program is broadcast on 2 radio stations once every week (Fridays) with repeat broadcast on Saturdays.

- d) Conducted joint monitoring visits with RBHS, MOHSW, MPW, to trouble-shoot borehole construction activities in Bong, Lofa, and Nimba counties. These joint monitoring visits led to the correction of problems on boreholes that were not functioning properly.
- e) Attended a two day workshop organized by the LMWP to review and develop its one year implementation work plan. At the end of the workshop, the LMWP work plan was reviewed for implementation.
- f) Participated in a one day USAID WASH Implementation partners Capacity Building Assessment Tools workshop organized by USAID for its entire health sector implementing partners, as a way of facilitating coordination and maximizing effectiveness.
- g) Attended monthly national hygiene coordination meetings at the Ministry of Health and Social Welfare, where updates are given from partners on hygiene promotion activities in Liberia. The health promotion activities are monitored by the Health Promoting Working Group based on the National Health Promotion Policy Guidelines for Liberia.
- h) Served on the Task Force that planned the advocacy approach that successfully ended in the President signing the Liberia WASH Compact.

8.2.1.2 Collaboration and coordination with the CLTS National Coordination Unit for activities of planning, implementation and monitoring

Together with other partners facilitated the organization of the National CLTS Coordination Unit through the CLTS re-engineering meeting. The NCU is comprised of staff of the Ministry of Health and Social Welfare, and the Ministry of Public Works. The National CLTS Coordination Unit is responsible for the coordination of all CLTS activities implemented by WASH partners at the national level and responsible for post-triggering monitoring and certification of communities that achieve ODF status.

8.2.1.3 Planning, implementation and monitoring

Collaborated with the CLTS National Coordination Unit in the planning and development of a six month IWASH-CLTS Implementation Plan. The six month plan covers the period March 2012 to September 2012 and states the level of intervention as relates to trainings, triggering, monitoring, and ODF celebrations.

8.2.2 Interventions and Achievements at the County Level

At the county level, improved coordination priorities and focus are on these key issues:

- Implementation of assessments
- Establishment of county-level coordination committees
- Support of activities of the county level coordination committees
- Joint planning, supervision and monitoring of global WASH events' celebrations

8.2.2.1 Implementation of Assessments

- a) Conducted Knowledge, Attitudes, and Practices (KAP) survey of county and district government staff from WASH sector ministries. The survey was facilitated with technical support provided by Margaret Owusu-Amoaka of CHF Ghana, and the survey report has been submitted to USAID. The results of the survey will form the basis of strategic interventions in working with government partners to build their capacity for effectiveness and efficiency.
- b) Conducted a Sanitation Marketing survey focusing on the promotion of three WASH products: hand pump spare parts; concrete latrine slabs (SanPlats); and hand washing devices (Tippy-taps). The survey was facilitated with technical support provided by Ian Moise, a consultant hired by CHF. The survey result has been submitted to USAID. The result of the survey will form the basis of strategic intervention in working with government partners, community members, and private sector actors for an effective, market-oriented approach for the promotion of the target products; this approach will also empower spare parts dealers and trained hand pump technicians and communities in a business partnership to operate and maintain WASH facilities.

8.2.2.2 Establishment of county-level coordination committees for improved coordination

- a) Assisted and supported the planning and implementation of establishing County CLTS Steering Committees in the three project counties. These committees are presently active and chaired by the County Coordinators from the MPW in the three counties, working along with the County Health Teams (CHTs) and other key stakeholders.
- b) Assisted and supported the training of county level CLTS facilitators, who are responsible to train community members in CLTS triggering techniques. A total of 46 county CLTS facilitators have been trained in the three counties and are active in training natural leaders from project committees.

8.2.2.3 Support to activities of the county level coordination committees

IWASH supports the hosting of WASH Coordination Meetings conducted in the three project counties of Bong, Lofa, and Nimba. The coordination meetings are conducted periodically on a monthly basis in each county.

8.2.2.4 Joint planning, supervision and monitoring of global events

- a) Supported the planning and implementation of activities in observance of Global Hand Washing Day held on October 12, 2011. The activities included in-door programs held in the three project counties focusing on school health clubs, who participated in drawing, poetry, song, and drama competitions with messages around best practices in hand washing, safe disposal of human feces, and safe collection and storage of water. Prizes such as science books and trophies were awarded to winners in all categories who best portrayed the messages.



- b) Supported the planning and implementation of activities in observance of World Toilet Day held on November 19, 2011. The activities included street parades by students from IWASH schools, and indoor programs during which key note speakers spoke on issues surrounding the need for households to construct and maintain their own toilets as a way of improving sanitation in their communities.

8.2.3 Interventions and Achievements at the District Level

At the district level, priorities and focus on improved coordination are on these key issues;

- Establishing district coordination committees
- Assisting and supporting the established committees to sustain programs and activities

8.2.3.1 Establishing district coordination committees

Preliminary contacts have been made to identify key district level actors to organize district coordination committees

8.2.3.2 Assisting and supporting the established committees sustain programs and activities

IWASH staff in the counties have begun post-training monitoring visits to the communities to observe how these committees are functioning with reference to the skills attained, and to provide mentoring and troubleshooting in cases where guidance is needed to improve the effectiveness of the committees in responding to the needs of the communities.

8.3 KEY FOCUS AREA 3: PUBLIC-PRIVATE PARTNERSHIP/IMPROVED SECTOR FINANCING

Strategy and approach:

The overall IWASH strategy for public-private/sector financing is to work collaboratively with WASH partners in engaging government in prioritizing the allocation of improved financing for WASH through clear cut budget commitments with specific budget lines for water and sanitation.

IWASH is also sourcing private sector investment in WASH hardware and software activities, such as operation and management of modern public latrines constructed in Greater Monrovia.

8.3.1 Interventions and Achievements at National Level

At the national level, IWASH priorities and focus for public-private partnership/improved sector financing activities are on these key issues:

- Establishing linkages with private sector for investment and implementation of WASH activities
- Working with sector partners in advocacy for increased government financing for specific WASH budget lines for water and sanitation

8.3.1.1 Establishing linkages with private sector for investment and implementation of WASH activities

- a) Completed the construction and handed over one pilot, modern, publically-owned, privately-managed latrine at the market site in New Georgia Community. The facility is comprised of nine toilets (five for females; four for males,) two urinals for males, four hand washing basins (two for females; two for males.)



The facility is being operated and maintained by Libra Sanitation Incorporated, a privately-owned garbage disposal institution that is working with the New Georgia Marketing Association leadership to ensure that the facility is properly maintained. The facility is operated daily from 7:00am to 7:00pm and minimal user fees – LD 5.00 (equivalent to 0.07 USD) for urinating; LD 10.00 (equivalent to 0.14 USD) for defecating; and LD20.00 (equivalent to 0.28 USD) for showering – are collected by Libra. Funding for this latrine was provided by USAID and Chevron Liberia. Recent monitoring visits made by IWASH and Chevron show that the facility is being well-maintained, and community members expressed satisfaction with the facility.

- b) Negotiations are ongoing with authorities of Blamo Town (in Logan Town, Bushrod Island, Monrovia) and Paynesville for the construction of the two other pilot latrines.

8.3.1.1 Working with sector partners in advocacy for increased government financing for specific WASH budget lines for water and sanitation

Engaged with other WASH partners in getting government to allocate increased funding for WASH in the mid-term budget framework with clear and specific budget lines for water and sanitation.

8.3.2 **Interventions and Achievements at County Level**

At the county level, IWASH priorities and focus are on these key issues:

- Establishing baseline on county level knowledge, attitudes, and practices towards three main WASH products (hand pump spare parts, Sanplats, and hand-washing devices)
- Promoting three main WASH products
- Establishing linkages between producers, artisans, and consumers of three main WASH products

8.3.2.1 Establishing baseline on county level knowledge, attitudes, and practices towards three main WASH products (hand pump spare parts, Sanplats, hand washing devices)

Baseline data on the knowledge, attitudes, and practices towards the three main WASH products have been established in the report of the KAP survey conducted and submitted to USAID.

8.3.2.2 Promoting three main WASH products

Based on the results of the Sanitation Marketing survey, strategic intervention approaches are planned to promote the three main WASH products. Identification of the target groups has commenced, with initial exchanges conducted to sensitize them to the program. Activities will begin in May 2012.

8.3.2.3 Establishing linkages between producers, artisans, and consumers of three main WASH products

Based on the results of the Sanitation Marketing survey, strategic intervention approaches are being planned to establish linkages between the target groups, with initial contacts established to sensitize them to the program. Activities to establish linkages between producers, artisans, and consumers will commence in the next reporting period.

8.3.3 Interventions and Achievements at Community Level

IWASH priorities and focus on public-private partnership/improved financing are on these key issues:

- Mobilized communities towards establishing the “Cashbox System” in order to raise funds that will be used as fees for the repair of non-functional pumps.

8.3.3.1 Mobilized communities towards establishing the “Cashbox System” in order to raise funds that will be used as fees for the repair of non-functional pumps

A total of 14 (five in Nimba; three in Lofa; and six in Bong) communities have now adopted the concept and are operating their cashboxes. Monitoring visits have observed communities using the funds raised to repair their non-functional hand pumps.

8.4 KEY FOCUS AREA 4: IMPROVED AND SUSTAINED COMMUNITY INVOLVEMENT

Strategy and Approach:

The overall WASH strategy for improved and sustained community involvement is to mobilize community leaders, natural leaders, and influential persons within the communities for participation in all WASH activities: from planning to implementation, monitoring, and evaluation of all project activities.

Strong emphasis is placed on the CLTS approach for community involvement and these activities will form the nucleus of all interventions. Community success towards the CLTS process will to a larger extent determine IWASH hardware implementation as in-kind compensation for achievements made by communities in attaining the ODF status.

Efforts will also be made to link communities directly with government partners, especially Environmental Health Technicians, District Development Associations, and District Coordination Committees (when these committees are established) to bring communities on board in WASH activities and ensure long-term sustainability.

8.4.1 Interventions and Achievements at Community Level

IWASH priorities and focus at the community level on improved and sustainable involvement are on these key issues:

- Assisting and supporting the establishment of sustainable community WASH structures

- Training community members (Natural Leaders) for active participation in the processes of rolling out the CLTS approach towards ODF communities
- Assisting and supporting communities to establish and operate sustainable fund-raising initiatives to operate and maintain WASH facilities

8.4.1.1 Assisting and supporting the establishment of sustainable community WASH structures

Assisted and supported in the establishment and training of members of 18 Community WASH Committees comprised of 90 members (17 females and 73 males; five persons per community); training focused on the roles and responsibilities of these committees with regards to the operation and maintenance of WASH facilities in their respective communities

8.4.1.2 Training of community members (Natural Leaders) for active participation in the processes of rolling out the CLTS approach towards ODF communities

Assisted and supported the training of Community Natural Leaders who are now responsible for follow-up CLTS post-triggering actions in their communities, as well as catalysts for adoption of the model in adjacent communities. A total of 87 natural leaders (78 males and nine females) from 24 communities were trained and are now active in mobilizing their respective communities towards attaining ODF.



8.4.1.3 Assisting and supporting communities to establish and operate sustainable fund-raising initiatives to operate and maintain WASH facilities

- Mobilized communities towards establishing the “Cashbox System” in order to raise funds that will be used as fees for the repair of non-functional pumps. A total of 14 (five in Nimba; three in Lofa; and six in Bong) communities have now adopted the concept and are operating their cashboxes.
- Mobilized community members’ involvement in orientation of contractors hired by IWASH to construct WASH facilities in their various communities. This includes community-entry meetings, citing of wells, selection of latrine sites, provision of space for storage of construction materials, provision of local materials such as crushed-rocks and sand, and general follow-up of construction activities.

9 MONITORING AND EVALUATION

Simple, state-of-the-art monitoring and evaluation (M&E) plans enable programs to make data-based and informed decisions regarding project interventions, and provide donors with evidence-based program outcomes. M&E plans that adhere to a set of accepted best practices are easy to implement and yield data that can be used to continually improve program performance.

Since the last DQA exercise, the IWASH M&E system staff has ensured that all the DQA recommendations are adhered to and the entire M&E system is improved.

The IWASH M&E system is composed of all field staff that is directly involved in project implementation. They closely monitor project activities they are responsible for and make timely weekly reports on simple monitoring forms developed for each activity. They summarize their data and report on a monthly summary capture sheet under the supervision of the county coordinators. Below are the activities from the period under review.

9.1 DATA QUALITY ASSESSMENT (DQA) REPORT

The comprehensive report on the DQA exercise done by the Liberia Monitoring and Evaluation Program (L-MEP) in September 2011 was submitted to USAID and later presented to IWASH in November. Their recommendations included:

- Decentralization of M&E system and training field staff in M&E
- Improved coordination between the M&E units of CHF and PSI
- USAID indicators properly defined and internal data validation exercises conducted on a regular basis.

All of these are being addressed to ensure an improved M&E system.

9.2 PERFORMANCE MANAGEMENT PLAN (PMP)

The final document of the PMP that started in August 2011 was completed, with support and assistance from L-MEP. The document was submitted to USAID and L-MEP in March 2012. The PMP is a working document and will be reviewed and amended as and when necessary. The PMP will be rolled out at the field level.

9.3 M&E TOOLS, PROTOCOLS, AND SYSTEM

With the organization and implementation of IWASH activities moving forward, well tested monitoring tools and protocols were developed to closely monitor activities, record, and report data under the following program interventions:

9.3.1 Community-Led Total Sanitation (CLTS)

The tools developed for CLTS include: pre-triggering forms, triggering forms, weekly monitoring forms and summary monthly sheets. These tools were developed in collaboration with government actors at the

national and county levels. IWASH county CLTS focal persons were appointed, who together with the County Steering Committee conduct weekly monitoring and monthly reporting to the IWASH Community Mobilization and Empowerment Coordinator (CMEC), copying the CLTS County Steering Committee. The CMEC cleans, collates, and reports the data to the IWASH M&E Officer, who stores the data in MIS database for quick reporting.

9.3.2 Small WASH Infrastructure Project (SWIP)/ Hardware

The tools developed for SWIP include: community baseline forms, weekly monitoring forms, and monthly summary sheets. IWASH appointed a county focal person to monitor the project hardware components for each county. To monitor progress and contractor adherence to contract specifics, the weekly monitoring form is given to all monitors, who report every week to the IWASH program engineer. The engineer cleans and collates the data and forwards to the M&E Officer, who inputs them in the general SWIP database for timely reporting. The monthly summary sheet tracking information on hardware (and other information at the community level) is given to monitors, for monthly reporting directly to the M&E Officer. These monitors work in strong collaboration with the government county officials in charge of hardware and local community authorities, to ensure quality control.

9.3.3 Behavior Change Communication (BCC)/WaterGuard

PSI conducted a DELTA (marketing planning process) training in February 2012. After the DELTA training, a M&E and Research plan was developed to monitor BCC activities, coverage, and quality of coverage for products and services at the community level. In order for data on indicators stated in the M&E and Research plan to be collected, the field staff were trained on how to use MIS forms, GPS tracking sheets, and GPS models to track activities as they are being implemented. Data collected through the MIS forms are sent to Monrovia, where data cleaning is carried out before entering into the MIS database for quick and timely reporting. GPS coordinates collected are used to track locations where activities are undertaken, facilities (schools, clinics, market grounds and households) are visited, and sales are made.

9.3.4 Cost Share

Cost share tools developed include: community unskilled labor form, community local materials form, community meeting/activity attendance form, a summary sheet community time cost and Memorandum of Understanding for land, facility, and equipment use.

With the need to track contributions from community, government, and other partners as cost share, IWASH has set up a cost share tracking system. The system uses the above tools to track community labor, local materials, facilities, land and equipment use, and time community people spend in IWASH activities, converting them to monetary values. IWASH county coordinators are directly responsible for collecting data on this.

9.4 SANITATION MARKETING AND KAP BASELINE SURVEYS

The surveys to determine the baselines for the IWASH sanitation marketing and enabling environment approach were completed, analyzed, and the report was submitted in the period under review. Their

findings were very useful for program planning, as they identified critical baseline thresholds against which results and impact will be measured.

9.5 TRAININGS AND WORKSHOP ATTENDED

The M&E staff of IWASH attended a workshop on developing the IWASH social marketing strategy conducted by PSI on the January 24 – February 2, 2012. At the end of the workshop the M&E plan was developed by the IWASH M&E staff and the Social Marketing expert contracted to do the workshop.



9.6 EQUIPMENT DISTRIBUTION

For the purpose of reporting on GPS coordinates of our project sites, two sets of GPS handsets were distributed at each county office for staff to take coordinates of project activity sites and communities.

9.7 THE WAY FORWARD

- Adequately address issues highlighted during last DQA.
- Ensure that all field staff attend L-MEP Managing for Results Training.
- Request that L-MEP conducts GPS training for all field staff.
- Conduct regular quarterly checks on the M&E system and strengthen weaknesses.
- Conduct an internal DQA exercise after 3rd quarter this year.
- Organize and conduct orientation workshop with field staff on the IWASH PMP, focusing on indicators and targets.
- Conduct a review of our PMP and M&E system at the beginning of each fiscal year.

10 HIGHLIGHTS AND CONSTRAINTS

10.1 HIGHLIGHTS

The WASH hour radio program

A major highlight during the reporting period has been the introduction of the WASH Hour radio program as a tool for WASH sector information sharing, collaboration, and advocacy. The program contributed immensely in the advocacy for the president's signature on the Liberia WASH Compact, and has been received so widely within the sector that other WASH partners are now collectively identifying resources to sustain the radio program, as IWASH alone cannot continue to fund the program since it was not initially planned as a project activity.

The CLTS project

The enthusiasm with which a number of communities, especially in Bong county, have embraced the CLTS methodology as a means of creating a healthier living environment is very encouraging. The CLTS process is people-driven and unless communities believe in the methodology and want to make it work it will never be effective. Seeing the communities in Bong work to clean up their villages encourages belief that CLTS in Liberia can be as successful as it is in Sierra Leone.

The Compact

The signing of the Liberia WASH Compact by the President of Liberia, Her Excellency Madame Ellen Johnson Sirleaf, in January 2012 was the culmination of active engagement by IWASH and other sector partners who planned, funded, and conducted the Joint Meeting of donors, government, development partners, civil society, and other stakeholders during which the Compact was drafted and presented to government. IWASH continued with efforts to lead advocacy and awareness-raising for presidential ratification of the Compact, using community meetings, dialogues with the national legislation and other stakeholders, and the WASH Hour radio program. The Liberia WASH Compact became the first official policy decision of President Johnson-Sirleaf's second term of office. The Compact has since been printed (by funds provided by IWASH) and distributed to stakeholders; it forms the core of WASH sector policy direction for Liberia.

10.2 CONSTRAINTS

Lack of Government Staff at District Level

A major constraint encountered during the reporting period has been the lack of government personnel, especially with the Ministry of Public Works, at the district level in all three project counties. A crucial component of IWASH is to build capacity and prepare government employees to take over WASH initiatives when the IWASH program ends. It was to achieve this that IWASH decided not to appoint local NGOs or CBOs to implement CLTS at the community level, but to team up with government employees. Lack of sufficient people at the district level makes this strategy a challenge. Fortunately, the CLTS County Steering Committees have been very helpful and have been providing assistance where it is lacking due to unfilled positions at district level.

Compensation for Participation

A further serious constraint has been the persistent demand by government partners, especially at the county level, for monetary compensation in the form of “seating fees” whenever they are mobilized to participate in project activities such as workshops and joint monitoring. Even at the national level, there is a prevalence of rent-seeking behavior and attitudes. Compensation rather than the value and impact of participation are the main considerations when government staff are approached to participate in WASH activities. This expectation is in direct conflict with the policy towards communities at the grassroots level, where the overriding criteria for CLTS is that incentives and handouts are taboo. Such attitudes make effective workshop implementation a challenge.

11 LESSONS LEARNED

The CLTS project

Community engagement and leadership in the project are essential, and result in increased community commitment, ownership, and full participation in project activities.

Regular follow-up in project locations and regular meetings with natural leaders and other beneficiaries makes a significant difference to the ongoing motivation of community members.

Working with government officials, county level CLTS facilitators, and community natural leaders has proven to be vital for the sustainability of the CLTS project, as these structures are becoming more independent and more entrenched into the community structure. Also, proper coordination with relevant and local government ministries has strengthened the implementation of the project, further supporting sustainability.

Integration of CLTS projects within traditional councils, EPA, and LISGIS involvement has led to sustainability through providing communities with a more holistic range of support.

Promotion of Sanitary Slabs [Sanplats]

The CLTS methodology for changing sanitary and hygiene behavior is very effective if applied properly. Many of the IWASH communities where the CLTS project is being implemented are working vigorously to improve their living environment. Latrines are being constructed, garbage pits are excavated, clothes lines are spanned, and dish racks are built.

One of the products that IWASH plans to promote is the sanitation slab or sanplat. The production of the sanplat is to simplify the construction of the latrine by selling a readymade “floor slab” that can be easily placed over the sewage pit. There are a number of challenges to confront when a poor family with limited financial resources attempts to cast a slab: the cement required for such a slab comprises only a couple of shovels of cement, while cement is generally sold only in large 50kg bags; and the family would need steel to reinforce the slab, clean building sand, stone gravel for concrete, and some wood for formwork. These materials are often not readily available in remote villages. A readymade product such as the sanplat offers such a family with a cheaper, more practical option than casting their own slab.

In contrast to communities in the dryer parts of West Africa, such as Niger, Mali, and certain parts of Nigeria, communities in Liberia live in a tropical rain forest and have a more practical alternative than the concrete sanplat. The timber available in their environment makes it possible for them to easily and quickly construct a simple timber latrine floor platform at no expense. They simply go cut the required timber components in the forest, nail it together, place it over the sewage pit and cover it with dirt. This timber platform that costs nothing to install is a much more practical option for Liberian families than the sanplat, which costs money and needs to be transported from the vendor to their house.

The sanplat, while successful in other countries, will not be a practical option in Liberia. It is proposed that the social marketing strategy for IWASH be adjusted to exclude the promotion and manufacture of sanplats, and that budget funds that are earmarked for this be utilized to target more communities for CLTS intervention.

Conclusion

When CHF commenced with implementation of the IWASH program, it was important to engage and become known to the target communities as soon as possible. The strategy that was followed to achieve this was to concentrate on first establishing tangible deliverables to catch the attention of the target community. For this reason, IWASH first concentrated on carrying out activities under intended result 1 [IR1]. Through the construction of latrines and water wells, IWASH caught the attention of the communities and announced its presence. The next step was to progress towards implementing the activities under intended result 2 [IR 2] to create demand for the products established under IR 1. The CLTS and BCC projects were launched to achieve this. Now that the construction of facilities, the CLTS project, and the BCC drive is well under way, the focus has shifted towards activities to improve the WASH enabling environment, as specified under intended result 3 [IR 3]. The KAP survey that was completed during this reporting period provided IWASH staff with the information and baseline required to plan and implement a strategy to build capacity and mentor WASH sector government staff at county and district levels. The aim is to provide the staff of the relevant Ministries with the required skills and experience and to assist them in developing the systems and procedures needed to meet the challenges in the WASH sector.

Plans are currently being put in place to achieve the above, and while IWASH has already engaged in activities to improve capacity and skills, efforts will be intensified during the following reporting period. The IWASH team expects significant, tangible improvements within the next year.