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Acronyms and Abbreviations

BCC	Behavior Change Communication
CDC	Center for Disease Control and Prevention
CHT	County Health Team
CLTS	Community-Led Total Sanitation
CSC	County Steering Committee
CWC	Community WASH Committee
DALY	Disability-Adjusted Life Year
DEOH	Division of Environmental and Occupational Health
DQA	Data Quality Assessment
EHT	Environmental Health Technician
GHI	Global Health Initiative
GHWD	Global Hand Washing Day
GoL	Government of Liberia
IPC	Interpersonal Communication
IR	Intended Result
KAP	Knowledge Attitudes and Practices
Libra	Libra Sanitation, Inc.
LISGIS	Liberia Institute for Statistics and Geo-information Services
LMWP	Liberia Municipal Water Project
L-MEP	Liberia Monitoring and Evaluation Program
MDG	Millennium Development Goals
MOHSW	Ministry of Health and Social Welfare
MOE	Ministry of Education
MPW	Ministry of Public Works
MLM&E	Ministry of Lands Mines and Energy
M&E	Monitoring & Evaluation

NCU	National Coordination Unit
NLN	Natural Leader Network
NWSHPC	National Water, Sanitation, and Hygiene Promotion Committee
ODF	Open Defecation-Free
PE	Peer Educator
PMP	Performance Monitoring Plan
POU	Point-of-Use
PRS	Poverty Reduction Strategy
PSI	Population Services International
PTA	Parent Teachers Association
RBHS	Rebuilding Basic Health Services
R&E	Reporters & Editors
SWIP	Small WASH Infrastructure Projects
SOP	Standard Operating Procedures
TRaC	Tracking Results Continuously
UNICEF	United Nations Children Fund
USAID	United States Agency for International Development
USG	United States Government
WASH	Water Sanitation and Hygiene
WG	WaterGuard©
WSSC	Water Supply and Sanitation Commission
WTD	World Toilet Day

Executive Summary

In the first half of FY2014, the IWASH team built upon the successful performance of FY2013, expanding CLTS through the Natural Leader Network driven model to exceed triggering and Open Defecation Free (ODF) community targets. The WASH Entrepreneurs have been trained and launched – in less than a year they have rehabilitated almost as many hand pumps as the entire LOP target for number of water points constructed or rehabilitated (235 hand pumps vs target of 244). The Natural Leader Network has proved a very successful model for CLTS implementation and has been adopted as the national implementation design – UNICEF and the WASH Consortium have adopted the model for their implementations.

The success in FY2014 can be summarized in a few performance numbers as shown below:

	LOP Target	Actual to Date
Communities Triggered	300	351
Communities ODF	220	252
Number of CLTS Ambassadors	48	112
Beneficiaries with access to improved drinking water	101,608	145,351
Number of water points constructed or rehabilitated	244	326
Number of active WASH Entrepreneurs	21	50

There are still 48 communities progressing toward ODF status, so LOP performance for CLTS will be significantly higher than these figures. The level of interest in CLTS is high in target areas, from social marketing efforts of IWASH as well as word of mouth about the transformation of communities. IWASH has received 186 letters of interest from communities verses a target of 75 (LOP).

Access to improved sanitation will also be developed by the three urban latrines that IWASH is in the process of tendering – two in Paynesville and one in Sinkor. These facilities, located in densely populated urban communities, are expected to be completed by October 2014.

WASH Entrepreneur performance is continuing as well. Community hand pump repair is carried out without IWASH involvement as a sustainable market driven activity, 91 completed to date. The WASH Entrepreneur's soap making and sale is also successful and independent – more than 23 thousand bars of soap have been made and sold in rural Liberia since October 2013.

IWASH has held program phase-out planning meetings well attended by MOHSW and MPW, including Assistant Ministers Nyenswah and Yargo, as well as CHOs, CHDDs, WASH Coordinators, and Development Superintendents from all three IWASH target counties. These GOL partners are serious about continuing to build on the successes of the program for improved health in Bong, Nimba, and Lofa counties. Over the next quarter, capacity development at the county (County Focal Person) and national (NTCU) level will be a focus.

In the final weeks of quarter, an Ebola outbreak was recognized across the border in Guinea. IWASH had capacity to respond immediately in Lofa County, delivering personal protective equipment, soap, and disinfectant solutions to clinics and hospitals in the Liberia outbreak epicenter, Foya District. The response broadened to training of clinic staff and environmental health technicians in Lofa, Bong, and Nimba counties, as well as conducting community awareness campaigns for preventing disease transmission. At the time of this report writing the outbreak appears to have been contained and IWASH staff will return to normal programmatic activities by the end of April.

Introduction

Global Communities began implementing the five-year, USAID-funded IWASH program, which facilitates accelerated achievement of the Millennium Development Goals (MDGs) related to water and sanitation, in February 2010. One year later, USAID asked Global Communities to realign the IWASH program by narrowing its geographic focus and devoting greater effort and resources to improving the enabling environment at multiple levels of government; the realignment embraces the tenets of both the USAID/Forward approach and the Global Health Initiative (GHI) strategy, and allows for greater program focus and impact. In FY2013, IWASH responded to a midterm evaluation by refocusing the activities of the program into 10 projects which streamlined the activities of the program and focused on sustainable sanitation through Community-Led Total Sanitation (CLTS).

This year the IWASH program is expanding its impact on WASH sector development. The targets for CLTS have been exceeded through implementation of an innovative Natural Leader Network driven approach. Targets for water point construction and rehabilitation have also been exceeded by creating a group of WASH Entrepreneurs who are repairing community hand pumps at a fraction of the cost required for NGOs to do the work, affordable to communities. The model of Natural Leader Network driven CLTS has been adopted as the national approach and is being utilized by the other implementers – UNICEF and Liberia WASH Consortium.

In the next quarter, IWASH will focus on using the Natural Leader Network to improve hygiene practices in open defecation free (ODF) communities. This activity will deepen the health benefits attained by these ODF communities.

IWASH is continuing to work toward developing the enabling environment for the WASH sector. The National Technical Coordinating Unit for CLTS needs significant capacity development. IWASH will work to develop their capacity to manage a CLTS national database and implementation map. This will allow the NTCU to assess the progress of CLTS by all implementing partners.

A draft National Drinking Water Quality Guideline has been developed by MOHSW with IWASH participation. Now IWASH will work with the Division of Environmental and Occupational Health to develop a national baseline for water quality in Liberia, as well as a database to manage water quality test data.

Implementation Activities by Program Objective and Expected Results

The 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 Bong, Lofa and Nimba, and selected communities in greater Monrovia”. This is to be accomplished through three intended results: 1) increased access to water demand, 2) increased community knowledge and use of potable water supply and storage technologies, sanitary practices, and water hygiene, and 3) improved enabling environment for WASH at the national, county, district, and community level. For each of these intended results, the IWASH program has several projects aimed at improving the WASH attributes in the target areas where the program is being implemented. CLTS activities in Bong, Nimba, and Lofa are mapped in Annex I, II, and III. The projects are listed below, arranged under the relevant intended result (IR).

IR 1: Increased Access to Water Supply, Sanitation, Hygiene, and household level products

- WaterGuard Sales and Distribution
- Small WASH Infrastructure Projects (SWIP)
- Private Public Partnership (PPP) Urban Latrine Construction
- Training and Establishment of WASH Products and Services Entrepreneurs

IR 2: Increased community knowledge and use of potable water supply and storage technologies, sanitary practices, and water hygiene

- Community-led Total Sanitation (CLTS)
- Development of WASH Products and Services Guide
- Social Marketing of ODF CLTS

IR 3: Improved enabling environment for WASH at the national, county, district, and community level

- Institutionalization of CLTS within Government
- WASH Policy Development, Improvement, and Dissemination
- Water Point Functionality and Water Quality Data Management

Increasing access to WASH products improves the supply side of the WASH equation. The IWASH program’s four projects for increasing supply side deal with: 1) “point of use” (POU) water treatment through WaterGuard sales and distribution, 2) SWIP, water supply and latrine construction for schools and health clinics, 3) urban latrines constructed in the Greater Monrovia/Paynesville area, and 4) establishing WASH Entrepreneurs who can implement CLTS, fix water sources, and supply products such as WaterGuard and soap. By increasing target population’s access to basic WASH products and services, IWASH expects that utilization will also increase, once demand has been created through developing community awareness using the behavior change methodologies included in IR2.

Increasing community knowledge and use of safe water, sanitation, and hygiene (IR2) has become the core of the IWASH program. This has come about through a realization that the sustainability of water supply and sanitation infrastructure is not possible without communities valuing those resources. In Liberia after the war, many NGOs constructed latrines and water supply points that were never maintained. The government of Liberia lacks the resources to maintain the infrastructure and communities have believed that is was not their responsibility to maintain them. By developing target communities’ awareness of and desire for safe water, sanitation, and hygiene, as well as a realization of their ownership of these resources, IWASH seeks to empower communities to create and maintain their own facilities. The IR2 projects are: 1) Community-led Total Sanitation and related messaging with the goal of communities being open defecation-free, 2) development of a WASH products and services guide to assist communities to take ownership of WASH

resources, and 3) social marketing of CLTS to expand awareness of and desire for the benefits prior to engagement.

The third intended result (IR3) deals with the enabling environment for improved WASH in Liberia. There are two main aspects to this: 1) creating and developing the capacity of the GoL structures for CLTS implementation at national, county, district, and community levels, and 2) developing the policies and technical guidelines for WASH in Liberia and disseminating those documents to county and district level officials so that they may be implemented.

The projects defined under IR3 are: 1) institutionalization of CLTS within Government – ensuring that key staff are hired and trained to perform CLTS in target areas, 2) WASH policy development, improvement, and dissemination, and 3) water point functionality and water quality data management. The third element of this IR includes two water supply related activities. One of these activities, the water point functionality system, has been determined to be redundant due to a similar project being implemented in Liberia. In place of this activity, an addition technical guideline is being developed with support from the IWASH program – the National Hygiene Promotion Guideline. IWASH is also assisting DEOH on finalizing a National Drinking Water Quality Guidelines, as well as a database to manage drinking water quality test data.

Implementation indicators

The indicators that have been developed for the performance management plan (PMP) for IWASH are presented in the table below, arranged by IR. The targets for FY 2014 and life of project (LOP) are presented along with the performance for the year to date and, where appropriate, cumulative performance. For hardware installation and maintenance deliverables, cumulative performance makes sense. Some of the behavior change indicators are to be measured at the end of the program, rendering cumulative performance irrelevant. For these indicators IWASH performed some informal rapid survey to assess the penetration and adoption of messaging. The results of these surveys provide an indication of the current awareness of target community members with regard to the importance of safe water (treated with WaterGuard) and personal hygiene. Hygiene promotion and safe water messaging are focus areas for the second half of FY2014, as enhancements to the CLTS scale up activities.

Many of the performance indicators are affected by more than one of the 10 IWASH projects. In the right hand column of the PMP table the projects that affect indicators are noted. In the next section of the report each of the projects is described in detail, performance during the reporting period is discussed as well as implementation in following periods.

Performance Management Plan Table

GOAL/IR Results Statements	Indicators	2014 Target	2014 Performance	LOP Target	Performance 2010 – 3/30/2013	IWASH Project Effecting Performance
GOAL: Improved water supply, sanitation, and hygiene	Percentage (%) of children under 60 months of age with diarrhea in the last 2 weeks	Target determined after LDHS results		Due to be measured by LDHS in 2014		All Projects
IR 1: Increased access to water supply, sanitation, hygiene, and household level products as a result of USG assistance	1-1 Percentage (%) of population using improved drinking water source ⁽¹⁾	2% > baseline 4,604 persons	9.4% > baseline 58,347 persons	76.1% Cumulative (14.1% > baseline) 101,608 pers	82% Cumulative (20% > baseline) 145,351 pers	2. SWIP 6. WASH Entrepreneurs
	1-2 Percentage (%) of population using an improved sanitation facility ⁽¹⁾	5.9% > baseline 42,433 persons	5.3% > baseline 38,488 persons	26% Cumulative 95,768 persons	25.5% Cumulative 91,823 persons	2. SWIP 3. PPP Urban Latrines 5. CLTS
	1-3 Percentage (%) of IWASH target communities that report that they know a place within their district to buy hand pump spare parts if their hand pump spoils	65%	End-line survey	65%	70%	4. WASH Entrepreneurs 6. WASH Products & Services Guide
	1-4 Percentage (%) broken IWASH water facilities that were repaired by community within one year of handed over	75%	100% USAID site visit Confirm by End-line survey	75%	100%	4. WASH Entrepreneurs 5. CLTS
	1-5 Percentage (%) of IWASH school latrines properly	70%	83% USAID site visit	70%	83%	2. SWIP 5. CLTS

	managed after 1 year of hand over		Confirmed by End-line survey			
IR 1.1 Increased access to Non-Household level IWASH products	1.1-1 Number of people gaining access to an improved water source (first time access)	0	0	4,360	5,205	2. SWIP
	1.1-2 Number of water points constructed or rehabilitated in target communities. ⁽¹⁾	69	151	244	326	2. SWIP 4. WASH Entrepreneur
	1.1-3 Number of "girl friendly" latrines constructed at schools	0	0	17	17	2. SWIP
IR 1.2 Increased access to Household level IWASH products	1.2-1 Number of IWASH wholesale and retail outlets regularly stocking POU water treatment products. ⁽¹⁾	0	0	51	12 wholesale 51 retail	1. WaterGuard Distribution Established in FY2103 and continuing to operate
	1.2-2 Number of Water Guard bottles sold or distributed	25,435*	14,568	366,694	355,827	1. WaterGuard Distribution
	1.2-3 Number of IWASH-trained WASH products and services entrepreneurs actively selling WASH product and services in IWASH communities	10	39	21	50	4. WASH Entrepreneur
IR 2: Increased community use of potable water supply and storage technologies,	2-1 Liters of drinking water disinfected with USG-support point-of-use water treatment products	21,861,383*	12,521,196	315,173,493	305,833,306	1. WaterGuard Distribution 4. WASH Entrepreneur 5. CLTS
	2-2 Percentage (%) of care givers in	N/A	N/A	10% CEM		5. CLTS

sanitary practices and water hygiene	IWASH-targeted communities who cite different critical times when they wash their hands with soap					
	2-3 Percentage (%) of caregivers in IWASH communities that can show a container of treated drinking water with POU water treatment product WaterGuard	N/A	N/A	10% > baseline		1. WaterGuard Distribution 4. WASH Entrepreneurs 5. CLTS To be reported in 5 th year according to PMP
	2-4 Percentages(%) of beneficiaries able to show the latrine they are using to defecate	N/A	N/A	10% CEM		5. CLTS To be reported in 5 th year according to PMP
	2-5 Percentage (%) of primary caregivers that are able to show a safe place they dispose of child feces	N/A	N/A	10% CEM		5. CLTS To be reported in 5 th year according to PMP
	2-6 Percentage (%) of triggered communities that achieved ODF status	69% (80/129)	73% (105/143) 61% (88/143)	75% (220/300)	72% (252/351)	5. CLTS FY2014: first % is all ODF, second % is only NLN triggered
	2-7 Percentage (%) of ODF communities that maintained their status after one year of being "verified ODF"	90%	TBD at year end	90%	90%	5. CLTS
IR 2.1: Increased community knowledge of potable water supply and storage technologies, sanitary practices and water hygiene	2.1-1 Percentage (%) of target group that knows that clear water is not always safe for drinking	N/A	N/A	75% CEM	End-line Survey	5. CLTS To be reported in 5 th year according to PMP
	2.1-2 Percentage (%) of target group that can cite two ways of fecal-oral transmission	N/A	N/A	75% CEM	End-line Survey	5. CLTS To be reported in 5 th year according to PMP

	2.1-3 Percentage (%) of the target group that knows washing hands with soap removes germs	N/A	N/A	75% CEM	End-line Survey	5. CLTS To be reported in 5 th year according to PMP
	2.1-4 Percentage (%) of target group who knows that treated drinking water can be contaminated if the water is not stored properly	N/A	N/A	75% CEM	End-line Survey	5. CLTS To be reported in 5 th year according to PMP
IR 2.2: Increased social norms for potable water supply and storage technologies, sanitary practices and water hygiene	2.2-1 Percentage (%) of target group who reports that their neighbors understand the importance of treating their drinking water	N/A	N/A	10% CEM	End-line Survey	5. CLTS To be reported in 5 th year according to PMP
	2.2-2 Percentage (%) of target group who reports that their neighbors take some actions to store their drinking water properly	N/A	N/A	60% CEM	End-line Survey	5. CLTS To be reported in 5 th year according to PMP
	2.2-3 Percentage (%) of target group that believe that their neighbors consider washing hands with soap as a good cleanliness practice	N/A	N/A	50% CEM	End-line Survey	5. CLTS
IR 2.3: Increased Community demand for ODF Status	2.3-1 Number of communities verified "Open Defecation Free"	73	105	220	252	5. CLTS
	2.3-2 Number of communities that express interest in CLTS by returning completed CLTS request forms	45	129	75	186	5. CLTS 7. Social Marketing ODF Status

	2.3-3: Number of natural leaders that emerge as CLTS ambassadors	24	84	48	112	5. CLTS 7. Social Marketing ODF Status
IR3:Improved enabling environment for WASH at national, county, district and community level	3-1 Percentage (%) of IWASH communities using their own funds (cash box) to operate and maintain their drinking water source ⁽¹⁾	85%	100%	85%	100%	4. WASH Entrepreneurs 5. CLTS Interim results from USAID field trip
	3-2 Percentage (%) level to which County Steering committee (CSC) follow their TOR in applying CLTS	75%	64% Average 67% Bong 63% Nimba 62% Lofa	75%	64% Average 67% Bong 63% Nimba 62% Lofa	5. CLTS 8. CLTS in GoL
	3-3 Percentage (%) of project community's water infrastructure reports are captured in the county database on a quarterly basis	65%		70%		This activity has been removed from IWASH implementation plans.
IR 3.1 A functional CLTS structure and system institutionalized at national, county, district and community levels	3.1-1 # of monitoring visits made by GOL CLTS governing structures per IWASH ODF community. (NTCU,CSC,DSC)	3 (2 CSC, 1 NTCU/ ODF Community)	3 minimum	3 visits per ODF community	3 minimum	8. CLTS in GoL
	3.1-2 Number of functional district Natural Leaders Networks established by IWASH	6	6	6	6	8. CLTS in GoL
	3.1-3 A National CLTS Guideline developed and	0	0	1	1	9. WASH Policy Dev& Dissemination

	published with IWASH input					
IR 3.2 The GoL rural water infrastructure monitoring and reporting system strengthened	3.2-1 Number of community water points on which water point reports are received regularly	139 (65% of 214 wells in Jorquelleh district		150 (70% of 214 wells in Jorquelleh district Based on Water point atlas p- 25)		This activity has been removed from IWASH implementation plans.
	3.2-2 A national water quality electronic database developed and capturing data from counties	1	In progress	1		10. Water Monitoring Systems
IR 3.3 GoL WASH policy documents developed and disseminated at county and district	3.3-1 Number of GoL WASH policy documents that IWASH fully participated in developing	0	1	7	7	9. WASH Policy Dev& Dissemination National Drinking Water Quality Guideline
	3.3.2 Number of policy dissemination workshops conducted by IWASH at county and district levels	0	0	4	4	9. WASH Policy Dev& Dissemination
IR 3.4 National Hygiene Promotion Guidelines developed	3.3-1 A National Hygiene Promotion Guideline developed	1	1	1	1	9. WASH Policy Dev& Dissemination Hygiene Promotion Guidelines Complete, awaiting sign off by Assistant Minister Nyenswah

Progress Report: IR1 – Increased Access to WASH

1 WaterGuard Distribution

Implementation indicators and outcome indicators

Indicator	2014 Target	2014 Performance to date	LOP Target	Performance to date
1.2-1 Number of IWASH wholesale and retail outlets regularly stocking POU water treatment products.	0	12 wholesale 51 retail	51	12 wholesale 51 retail
1.2-2 Number of Water Guard bottles sold or distributed	25,435*	14,568	366,694	355,827
2-1 Liters of drinking water disinfected with USG-support point-of-use water treatment products.	21,861,383*	12,521,196	315,173,493	305,833,306
2-3 Percentage (%) of caregivers in IWASH communities that can show a container of treated drinking water with POU water treatment product WaterGuard	N/A	N/A	10%> baseline	End-line Survey

* An audit of LOP WaterGuard distribution has shown that the project is closer to the LOP goal than was previously thought. Correspondingly, the 2014 target has been reduced so that the 2014 goal plus performance-to-date equals the LOP target.

Procurement and Social Marketing of WaterGuard

During the period a total of 14,658 bottles of *WaterGuard* were sold. By month, this breaks down to: October: 576 November: 1,680, December: 264 January: 674; February: 3094; March: 8280. From the total sales 39% were in Bong, Nimba, and Lofa Counties the remaining 61% were in Montserrado County. As of March 2014 IWASH has achieved 97% of the LOP target of WaterGuard Sales.

In the counties there are currently five wholesale points and 18 retail points in Lofa, five wholesale points, and 21 retail points in Bong; and in Nimba County there are two wholesale points and 12 retail points.

Sales and Marketing Activities

Although we are on target to reach the LoP goal, there has been a renewed focus on the sales, marketing and distribution of WG in order to improve recent sales trends and more firmly establish WG as a desirable brand that consumers make a habit of purchasing and using. A robust marketing and sales strategy was designed to ensure that WaterGuard moves off store shelves and into the hands of consumers.

Over the last quarter it has been realized that the two greatest barriers to use are awareness and access. To overcome the first barrier of access the team is now taking WaterGuard to the target audience. This is done primarily through clinic health talks, market day events and natural leaders. Over 85% of the WaterGuard sales during this period have been through one of the above-mentioned channels. In the next quarter the use of Natural Leaders to promote and sell WaterGuard will be enhanced. Since they will be doing hygiene promotion they will also be trained and equipped to do WaterGuard promotion as well. Awareness has also been a barrier, a majority of the target audience still does not know what WaterGuard is or if they do know about it they don't know how to use it or its function. To overcome this there will be continued mass media through the form of radio jingles and radio talk shows.

Under the revised marketing plan, new consumer-facing activities have been employed to ensure that the demand for WaterGuard continues to increase. These include:

(a) Market Day Promotional Events: The IWASH team has increased the visibility of WaterGuard in local markets by holding weekly market day events throughout the IWASH counties. Markets were selected because they are one of the strategic locations where the target audience is located. Each county team conducts 1-2 market day events per week, rotating the events among the larger markets in the each county. The market day promotional activities include an overview of WaterGuard (what it is and how it works), a demonstration on how to use it, a cost comparison of using WaterGuard versus buying mineral water, a WaterGuard "Azonto" dance competition for kids, a taste test of water treated with WaterGuard, question and answer, and a raffle draw where anyone who buys a bottle of WaterGuard is entered into a draw to win prizes, which include t-shirts, drawstring bags, lappas, and handkerchiefs.

During the event a WaterGuard sales point is invited to come out and sell WaterGuard. If there are no sales points nearby the market, an IWASH Supply Chain Agent will typically engage a market woman to sell WaterGuard during the event and keep whatever profit is made. The Supply Chain Agents avoid getting involved in direct sales wherever possible for the following reasons: a) The role of PSI based on the recent modification is to create demand for the product and *facilitate* its movement through the supply chain; b) Sales outlets will be more motivated to sell once they see how fast the product can move and their earning potential in such a short period of time; c) IWASH wants the customers to get accustomed to buying from sales points in their respective communities and to continue to buy from there. The principle is one of facilitating market development, rather than direct selling, which will increase a sense of ownership by merchants so that WaterGuard isn't always something PSI or IWASH will bring to them, as well as making local vendors the "face of WaterGuard" for consumers.

The market days have been very successful, as it has helped boost WaterGuard sales immensely. Over 70% of the sales in this reporting period were from market day/promotional events. Consumers who participated were highly engaged and vendors strongly motivated to continue to sell WaterGuard.

(b) Clinic Health Talks: The IWASH team has begun clinic health talks in government and private clinics. The health talks carry the same format as the market day events during which the team engages participants about safe water practices, including treatment with WaterGuard. They also do a cost comparison of treating water with WaterGuard to an alternative. However, at the clinics, they compare the cost of treatment of a water-borne disease to buying and using WaterGuard regularly. Although the new design of WaterGuard marketing focuses around the primary emotional benefit of using WaterGuard, at the clinic health talks the team discusses the functional benefits as well, namely preventing diarrhea and cholera. The rationale for this is that people in clinics are sick, often with “running stomach,” and it is important to let them know that it could have been prevented had they used WaterGuard regularly to treat their drinking water. During the clinic health talks WaterGuard is also available for sale; this is done by either inviting a sales point or stocking the clinic dispensary so patients can purchase from there. The health workers from the clinic have gotten very involved in the health talks and also serve as a support when the IWASH team is there, which lends credibility to the message and helps give the patients confidence in the product and the motivation to purchase and use it.

(c) Radio Talk Shows: A total of 39 radio talk shows on WaterGuard were conducted during this period. The radio talk shows are thirty minutes long and cover a variety of topics, including: Facts about WaterGuard, WaterGuard vs. mineral water cost comparison, and sources of drinking water and the dangers and benefits from those sources. The talk shows are live, last 30 minutes, and are aired once a week on five different radio stations. In addition to the information presented, they give audience members a chance to interact with the hosts by calling in with questions and testimonials. They have averaged 15-30 callers per show. The team has hosted different guest each week, including county health officials, commissioners, and WaterGuard wholesalers and retailers. The talk shows have helped inform the general population on WaterGuard and “soften the ground” for community promotion efforts. Now, when the Supply Chain Agents go to events, the participants recognize them from the radio. They are becoming local celebrities. At the end of each show the Supply Chain Agent lists all of the sales points where WaterGuard can be purchased in the listening catchment area. There is anecdotal impact on vendors’ desire to stock and sell WaterGuard; the owner of a business center in Bong County that had previously refused to become a sales point on more than one occasion contacted the Supply Chain Agent and said he wanted to start selling WaterGuard so his shop name can be called out on air as well.

(d) New radio jingles: Two radio jingles were produced in seven dialects: Liberian English, Kpelle, Gio, Mano, Bassa, Lorma, Mandigo, and Kissi. The radio jingles are two short, one-minute jingles that promote WaterGuard through two different story lines. One of the story lines, “Water from the Creek,” involves a group of friends, one of whom is always sick. After a short conversation, they realize that she gets her drinking water from the creek but does not treat it with WaterGuard. They tell her that that may be the reason she is always sick and tell her about WaterGuard and how to use it. The second story line is “Job at the Hospital,” which involves a young woman who is always going to the

hospital. So her friend asks her if that is where she works now. The woman explains that she is always at the hospital because her kids are always getting sick with diarrhea. The woman asks her friend what her secret is that prevents her kids from getting sick all the time. The friend explains that she regularly treats her water with WaterGuard and that is what helps her kids stay healthy. The radio jingles were aired a total of 1,330 times on five radio stations throughout Bong, Nimba, and Lofa Counties.

(e) Placement of one additional WaterGuard Billboard: An additional WaterGuard billboard has been placed in Gbarnga, Bong County on the Ganta Highway. The new billboard has only the WaterGuard bottle and the “Pour, Relax, Drink” tagline. The purpose of this billboard is to increase brand awareness and to continue to get customers familiar with the look of WaterGuard.

(f) Promotional County Tour: A street theatre team was hired to travel to all the counties to help promote WaterGuard in November of 2013. The street theatre team is instrumental in creating “buzz” during market day and community events. Their presence draws large crowds, which help reinforce the idea that WaterGuard is important and desirable. This leads to increased same-day sales at events where the troupe performed, including the sale of 24 cartons of WaterGuard during one event.

(g) WaterGuard Sales through WASH Entrepreneurs: In each county the IWASH team selected two Natural Leader Network (NLN) groups per county to engage in the sale of WaterGuard. The IWASH team chose to engage the NLN because a majority of the WASH entrepreneurs are also Natural Leaders. The prospect of selling WaterGuard was offered as a possibility to all WASH Entrepreneurs and extended to Natural Leaders and they could sign up if they were interested. All of them expressed interest and committed to selling WaterGuard if IWASH could support them with the initial stock. Each network was supplied with 20 cartons (480 bottles) under the condition that once they sold the first stock they would re-order from the wholesaler using the proceeds from the first batch of sales. Individual WASH Entrepreneurs are allowed to keep their profits but the Network acts as the steward over the pooled wholesale purchase funds. Individuals are able to earn some extra money and the Network can use the profit made at the network level to support the network activities, such as meetings, transportation, etc. Unfortunately, thus far the WASH Entrepreneurs have not performed as expected. Some groups still have several cartons of WaterGuard in stock and others have sold but have not reported the revenue, so they have not been able to repurchase new stock.

Improving Distribution Channels

Through the first three years of the project, WaterGuard was distributed directly by PSI. This set up a parallel, unsustainable supply chain that attempted to deliver one product to many sales points in the IWASH Counties. Due to inconsistent consumer demand, limited resources, and poor infrastructure it was difficult to keep a consistent supply throughout the IWASH counties (and elsewhere in Liberia).

To establish a more sustainable delivery system and reduce the project costs associated with transporting WaterGuard near and far, PSI negotiated a distribution deal with MANCO, the manufacturer of WaterGuard. Under the new arrangement, MANCO is responsible for distributing WaterGuard throughout the counties, using their existing wholesale network. In turn PSI is responsible for the marketing and demand creation of WaterGuard and will fill in any gaps in Manco’s distribution network.

There have been continued problems in getting WaterGuard out to the counties through the MANCO distribution network. MANCO has not fulfilled their responsibilities under the agreement, which was to include WaterGuard in their basket of products and distribute throughout the country. PSI has had several meetings with MANCO to reach an amicable solution but to date performance has not improved. In the interim, PSI has been transporting WaterGuard to the counties in large batches through commercial transportation to ensure supply in the counties. This solution, however, is neither economical nor sustainable. PSI will continue to engage MANCO to fulfill their part of the agreement but they have made it quite clear that until there is a strong enough demand it is not profitable for them to distribute WaterGuard outside of Montserrado. As demand in the counties increases, MANCO will have more incentive to service wholesalers in the county capitals. PSI is also encouraging larger sellers in the counties to stock up on WaterGuard when they make their monthly stocking trips to the wholesale hubs in and near Monrovia.

To bridge the gap in the supply chain and to help persuade MANCO to do more to meet their end of the agreement, PSI has begun facilitating sales with larger volume sellers who are willing to transport WaterGuard themselves from MANCO's factory in Caldwell. So, instead of having the customer purchase from PSI directly, the outlet will purchase from MANCO directly and pick WaterGuard up from the factory. PSI believes that this may help MANCO realize that there is indeed a growing demand in the counties and will start transporting at quantities to help maintain the supply.

Special Events

World Water Day was celebrated in all three counties on March 20-21 under the theme "Safe Water for Healthy Lives." The World Water Day events consisted of several different activities, including a market day event, an in-school event, and live radio talk shows. The World Water Day events in all three counties had large turnouts with approximately 4,700 attendees among the three counties. Special guest included representatives from the County Health Team, County Commissioners, and Town Chiefs. During the World Water Day events in the counties the team sold 83 cartons of WaterGuard.

Due to the Ebola outbreak there has been an increased demand for WaterGuard in the counties. Approximately 50 cartons sold within one week of IWASH intervention, a significant jump from an average of five to six cartons per week. While Supply Chain Agents made it clear to WaterGuard customers that WaterGuard does not cure or prevent Ebola, IWASH is using the increased demand to our advantage. All three county teams have started actively conducting hygiene awareness in high-risk areas and have coupled that activity with WaterGuard promotion.

Progress Report: IR1 – Increased Access to WASH

2 Small WASH Infrastructure Projects

Implementation indicators and outcome indicators

Indicator	2014 Target	2014 Performance	LOP Target	Performance to date
1-1 Percentage of population using improved drinking water source. ⁽¹⁾	4,604 persons	58,347 persons	76% 101,608/717,592	82 % Cumulative 145,351/717,592
1-2 Percentage of population using an improved sanitation facility. ⁽¹⁾	42,433 persons	38,488 persons	26% 95,768/717,592	25.5 91,823/717,592
1-5 Percentages of IWASH school latrines properly managed after 1 year of handing over to school authorities.	70%	83%	70%	83%
1.1-1 Number of people gaining access to an improved water source (first time access)	0	0	4,360	5,205
1.1-2 Number of water points constructed or rehabilitated in target communities. ⁽¹⁾	69	151	244	326
1.1-3 Number of "girl friendly" latrines constructed at schools	0	0	17	17

The Small WASH Infrastructure Project (SWIP) activity targets have been met or exceeded for life of project (LOP), with the exception of 1-2: population using improved sanitation facility. This target includes latrines constructed through CLTS (see Project 5), urban latrines (see Project 3), and school latrines constructed under this SWIP project. No new school latrines will be built by IWASH, but three additional urban latrines will be constructed and many more communities will build latrines through CLTS. This target will be achieved during FY 2014.

Population percentages using improved water sources in target areas have been exceeded for the life of project (LOP), but this is more due to the WASH Entrepreneur project (see Project 4) successes than SWIP interventions. Activities planned for this project in FY2014 include one hand dug well in Mumusu (Lofa) from a prior commitment, in addition to several replacements for wells constructed in FY2011 that failed (see below).

Well Construction – Replacement or Prior Commitments

County	Location	Type	Problem	Status
Lofa	Bazagizia Clinic	Bore hole well	Did not produce water after completion	Materials on site
Lofa	Konia Clinic	Bore hole well	Completed but producing turbid water	Dry digging complete
Lofa	Gbanway Clinic	Bore hole well	Completed but producing turbid water	Materials onsite, dry digging started
Lofa	Zorzor Central High School	Bore hole well	Producing very muddy water	Dry digging complete
Lofa	Mumususu	Hand dug well	Prior commitment	Materials on site

The well construction activities listed above are either prior commitments that were not been acted upon earlier, or replacement water sources for failed wells built in FY2011. All have been started and all will be completed in FY2014.

Progress Report: IR1 – Increased Access to WASH

3 Public Private Partnership Urban Latrines

Implementation indicators and outcome indicators

Indicator	2014 Target	2014 Performance	LOP Target	Performance to date
1-2 Percentage of population using an improved sanitation facility. ⁽¹⁾	42,433	38,488	26% Cumulative (13.3% > baseline=95,768 persons)	25.5% Cumulative (7.4% > baseline =91,823 persons reached)

The public private partnership (PPP) urban latrines project is constructing modern toilet and hygiene facilities in the Greater Monrovia/Paynesville area. The project is jointly funded by USAID and Chevron Liberia. In the first grant provided by Chevron, funds were provided for constructing two facilities that were completed in fiscal years 2012 and 2013. A new grant was signed with Chevron for the construction of three additional latrines in fiscal year 2014.

The two completed facilities continue to provide improved sanitation access to beneficiaries in New Georgia Estates and Logan Town. The outcome performance to date includes the beneficiaries from New Georgia and Logan Town, as well as by the implementation of sanitation facilities under SWIP and CLTS projects. The population numbers are aggregations of CLTS communities, school communities and urban communities surrounding PPP latrines.

The three new latrines to be constructed under the second Chevron grant are at the stage of tendering. Land was identified and agreements have been reached with the communities, municipal governments and IWASH. Designs have been finalized. On the 18th of April, 18 contractors picked up tender packages to complete project bids due on May 2nd. Construction is anticipated to be completed on the facilities no later than October 2014.

The construction sites are:

- 12th Street in Sinkor
- Red Light in Paynesville
- King Grey in Paynesville

All locations are in dense urban slums where there is little or no access to improved sanitation. Completion of these latrines will provide access to improved sanitation to more beneficiaries than required to meet the gap to attain the life of project target 1-2.

Key achievements/Success stories

The biggest challenge for construction of urban latrines is finding land that community will donate. The IWASH team assessed more than 20 sites and painstakingly worked with community leaders as well as local government. The final site selections meet not only environmental requirements, but also have solid community and local government support.

As part of an informal review of best practices of urban latrine design, IWASH decided to upgrade the two operating urban latrines built under IWASH in the first half year of FY2014. These latrines were designed to allow the liquid overflow from the solids retention area of the septic tank to percolate into the soil beneath the latrines, acting like a leach field. This design is common for domestic septic tanks and is used in most urban latrines in Monrovia. Given the high use of the PPP latrines, it was determined that this design posed too much risk of contamination for the shallow aquifer in the Greater Monrovia/Paynesville area. IWASH convened a meeting of the major urban latrine implementers in Liberia to discuss this issue and standardize urban latrine designs. UNICEF, Liberia WASH Consortium, and the Monrovia City Corporation FISH Project attended the urban latrine design review. IWASH presented concerns for potential contamination of the shallow aquifer in the Greater Monrovia/Paynesville area. Many elements were agreed upon, but some implementers maintained individual design features. During this reporting period, IWASH has upgraded the Logan Town and New Georgia Estates facilities to prevent any contamination of the shallow aquifer from leachate of the septic tank. New construction designs feature a sealed septic tank.

Progress Report: IR1 – Increased Access to WASH

4 WASH Products & Services Entrepreneurs

Implementation indicators and outcome indicator

Indicator	2014 Target	2014 Performance	LOP Target	Performance to date
1-1 Percentage of population using improved drinking water source ⁽¹⁾	4,604	58,347	76.1% Cumulative (14.1%> baseline=101,608 persons)	82 % Cumulative (12.1%> baseline =145,351 persons reached)
1-3 Percentage of IWASH target communities that report that they know a place within their district to buy hand pump spare parts if their hand pump spoils	65%	70%	65%	70%
1-4 Percentage of IWASH provided water facilities that broke and were fixed by community within one year of being handed over to community	75%	100%	75%	100%
1.1-2 Number of water points constructed or rehabilitated in target communities ⁽¹⁾	69	151	244	326
2-1 Liters of drinking water disinfected with USG-support point-of-use water treatment products	21,861,383	12,521,196	315,173,493	305,833,306
2-3 Percentage (%) of caregivers in IWASH communities that can show a container of treated drinking water with POU water treatment product WaterGuard	N/A	N/A	10% CEM	End-line Survey
3-1 Percentage of IWASH communities using their own funds (Cash box) to operate and maintenance their drinking water source ⁽¹⁾	85%	100%	85%	100%

In the first half of FY2014, IWASH has completed training for Lofa Entrepreneurs and supported Entrepreneurs from all counties to exceed pump repair expectations and associated targets for access to improved drinking water sources. In addition, the training expanded to include soap making and WaterGuard distribution. Soap making has been very successful

and more than 23,371 bars of soap have been made and sold in rural areas – significantly increasing the ability of rural residents to wash hands effectively.

The performance of the WASH Entrepreneurs has been tracked by collecting duplicate receipts for all sales for products sold and services performed. Overall the performance shows that WASH Entrepreneurs are making some significant income from providing WASH products and services in rural Liberia. The cumulative sales are presented for all WASH Entrepreneurs since June 2013 in the table below. If the total sales are divided by the total number of weeks since each group was trained, it averages to a weekly income of \$9.98. This may seem like a small amount, but in Liberia rural employment is low (36% in 2010) and 56% of those self employed made less than \$5 per week (also 2010 figures). For the Liberia context, the opportunity to provide WASH products and services is a viable employment opportunity.

WASH Entrepreneur Performance								
June 2013 to March 2014								
COUNTY	CLTS/ODF Bonus		Hand Pump (HP) Repair IWASH		HP Repair Independent		Soap	
	#	\$ USD	#	\$ USD	#	\$ USD	#	\$ LD
Bong	3	\$ 195	60	\$ 3,108	54	\$ 1,974	5,432	\$ 679
Lofa	22	\$ 1,430	36	\$ 2,130	29	\$ 222	8,481	\$ 1,060
Nimba	32	\$ 2,080	29	\$ 1,760	8	\$ 25	9,458	\$ 1,182
Totals	57	\$ 3,705	125	\$ 6,998	91	\$ 2,221	23,371	\$ 2,921

As larger areas become open defecation free there will be less opportunity to make money by providing CLTS expertise as a Community Champion. Repair of hand pumps should be a continuing business as well as soap making/selling. WaterGuard sales have also been increasing and are becoming a component of WASH Entrepreneur income (this will be presented in the annual report). WASH Entrepreneurs are also being trained to install new hand pumps. Nearly half the ODF communities in all counties lack an improved water supply, so this could be a major source of income in future periods if there is donor funding for new hand pump installation.

Key achievements

All WASH Entrepreneurs have been trained and have completed at least one hand pump repair. The WASH Entrepreneurs have been very successful overall in hand pump repair – 91 hand pumps have been repaired in rural communities through WASH Entrepreneur initiative, with no IWASH payment. This has been a major contributor to IWASH exceeding the LOP targets for beneficiaries with access to improved water sources (1-1) and number of water points constructed or rehabilitated in target communities (1.1-2).

New developments impacting implementation

The outbreak of Ebola, which started in Guinea and has spread across to Liberia, has heightened the population's interest in personal hygiene to reduce possible disease transmission. IWASH has been a lead partner with the Ministry of Health and Social Welfare (MOHSW) to promote Ebola containment messages in Bong, Nimba, and Lofa counties. Interest in WaterGuard and soap has increased in all three counties, but particularly in Lofa, the epicenter of the disease outbreak in Liberia. IWASH will follow up Ebola prevention messaging with intensive hygiene promotion activities through the Natural Leader Networks. Benefits of this increased interest in personal hygiene and safe water may have a lasting effect on behavior that could affect fecal-oral disease transmission as well.

Progress Report: IR2 – Increased Knowledge and Use of Improved WASH

5 Community-Led Total Sanitation (CLTS)

Implementation indicators and outcome indicators

Indicator	2014 Target	2014 Performance	LOP Target	Performance to date
1-2 Percentage of population using an improved sanitation facility. ⁽¹⁾	5.9% > baseline (42,433 persons reached)	5.3% > baseline (38,488 persons reached)	13.3% > baseline 26% Cumulative (95,768 persons)	12.8% > baseline 25.5% Cumulative (91,823 persons reached)
1-4 Percentage of IWASH provided water facilities that broke and were fixed by community within one year of being handed over to community	75%	100%	75%	100%
1-5 Percentage of IWASH school latrines properly managed after 1 year of handing over to school authorities.	60%	83%	70%	83% Determined during USAID field trip March 2014
2-1 Liters of drinking water disinfected with USG-support point-of-use water treatment products.	21,861,383*	12,521,196	315,173,493	305,833,306
2-2 Percentage (%) of care givers in IWASH-targeted communities who cite different critical times when they wash their hands with soap.	N/A	N/A	10% CEM	End-line Survey
2-3 Percentage (%) of caregivers in IWASH communities that can show a container of treated drinking water with POU water treatment product WaterGuard	N/A	N/A	16% CEM	End-line Survey
2-4 Percentages of men and women able to show the latrine they are using to defecate.	N/A	N/A	10% CEM	End-line Survey
2-5 Percentage of primary caregivers that are able to show a safe place they dispose children feces.	N/A	N/A	10% CEM	End-line Survey
2-6 Percentage of triggered communities that achieved ODF status	69% (89/129)	73% (105/143) 61% (88/143) NLN Only	75%	72% (252/351)
2-7 Percentage of ODF communities that maintained	90%	90%	90%	90%

their status after one year of being “verified ODF”				To be reassessed in Aug 2014
2.1-1 Percentage of target group that knows that clear water is not always safe for drinking	N/A	N/A	75% CEM	End-line Survey
2.1-2 Percentage of target group that can cite two ways of fecal-oral transmission.	N/A	N/A	75% CEM	End-line Survey
2.1-3 Percentage of the target group that knows washing hand with soap removes germs	N/A	N/A	75% CEM	End-line Survey
2.1-4 Percentage of target group who knows that treated drinking water can be contaminated if the water is not stored properly	N/A	N/A	75% CEM	End-line Survey
2.2-1 Percentage (%) of target group who reports that their neighbors understand the importance of treating their drinking water	N/A	N/A	10% CEM	End-line Survey
2.2-2 Percentage (%) of target group who reports that their neighbors take some actions to store their drinking water properly.	N/A	N/A	60% CEM	End-line Survey
2.2-3 Percentage (%) of target group that believe their neighbors consider washing hands with soap as a good practice of cleanliness	N/A	N/A	50% CEM	End-line Survey
2.3-1 Number of communities verified “Open Defecation Free”	73	105	220	252
2.3-2 Number of communities that express interest in CLTS by returning filled in CLTS request forms.	45	129	75	186
2.3-3: Number of natural leaders that emerge as CLTS ambassadors.	24	84	48	112
3-1 Percentage of IWASH communities using their own funds (cash box) to operate and maintenance their drinking water source. ⁽¹⁾	85%	100%	85%	100% Determined during USAID field visit. To be reconfirmed in End-line survey.
3-2 % level to which County Steering committee (CSC) follow their TOR in applying CLTS	60%	64% Ave 67% Bong 63% Nimba 62% Lofa	60%	64% Ave 67% Bong 63% Nimba 62% Lofa

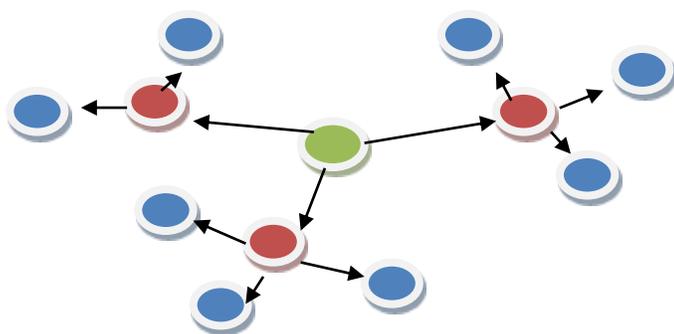
Natural Leader Network Driven CLTS – the IWASH Model

CLTS is an innovative community led methodology for mobilizing and engaging communities through series of steps to completely eliminate open defecation. Communities are facilitated to conduct their own appraisal and analysis of open defecation and create their own plan to become open-defecation free (ODF). CLTS focuses on behavioural change that begins quickly after the motivational triggering activity. CLTS triggers the community’s desire for change, propels them into action and encourages

innovation, mutual support and appropriate local solutions, leading to greater ownership and sustainability. The CLTS process works through a series of steps with communities: pre-triggering, triggering and implementation monitoring to achieved ODF status. After achieving ODF status communities move towards scale up process that takes in to consideration climbing the sanitation ladder by improving the quality materials used for the latrines or improving other WASH facilities, such as hand pumps or hand washing facilities. All of this is accomplished without external subsidies for latrine construction.

In July of 2013, IWASH launched a pilot program to develop a low cost model for expanding and maintaining CLTS implementation in Liberia. The concept evolved from a series of meetings with the Coordinator for the National Technical Coordinating Unit (NTCU) on CLTS.

The concept seeks to reduce the high cost elements of CLTS implementation – non local implementers and vehicle dependent logistics. A group of successful CLTS Natural Leaders who facilitated their own community to achieve ODF status could be supported to organize themselves into a network and reach out from their communities to encourage their neighboring communities to engage in CLTS. If communities expressed interest in participating in CLTS and met certain criteria, then IWASH would make an agreement to provide a bonus to the Natural Leader Network (NLN) members who facilitated the community to achieve ODF status (no incentive is provided to the community members progressing toward ODF, all this work is voluntary). This process is repeated, expanding the network outward from the original ODF communities (in green below), to the first NLN triggered communities (red), to the next generation CLTS community (blue).



This “organic growth” can be a natural process in the field, but for tracking purposes and higher level oversight, requires monitoring and mapping. Supervision is provided at the district level by District Environmental Health Technicians (EHTs) and IWASH Monitors, as well as county level CLTS County Focal Persons and IWASH County Supervisors. To encourage ongoing participation of the NLN in CLTS triggering and monitoring activities IWASH uses performance-based incentives of \$65 per NL; the payment is only made if the NL-triggered community is verified ODF, and is made in one lump sum not installments. This can be broken down into a rate of \$5 for triggering plus \$5 per monitoring week, assuming a 12-week period (but the payment amount is fixed and based on achievement of ODF, not time taken during the process).

This process was piloted in August 2013 with 27 communities triggered and monitored by the natural leaders. Nineteen of the communities achieved ODF within a month. Given this success, the implementation was expanded. Since August the Natural Leader Networks in Bong, Nimba, and Lofa

counties have triggered 174 communities and 119 have achieved ODF status. IWASH has mapped the progress of triggered communities and the relationship between Natural Leader Network member triggered communities expanding into successive generations. The maps for Bong, Nimba, and Lofa counties are provided in Annexes I, II, and III, respectively.

During this reporting period 143 communities were triggered and 105 achieved ODF status. Forty eight communities are continuing to progress toward ODF. Of the 105 communities that were verified ODF, 88 were triggered within the period by NLN and 17 were triggered by IWASH during an earlier period. The NLN's ODF conversion rate is 61%, but 48 communities are still progressing toward ODF. It is anticipate that the final conversion rate for the NLN during FY2014 will be above 75%.

Natural Leader Training

Natural leaders are community members who are recognized during the pre-triggering or triggering stages of CLTS (in CLTS manuals they are said to “emerge”). Once they are selected as volunteer community mobilizers for CLTS, they become the point persons in the community for encouraging others to take action. They assist during monitoring sessions and in leading other community members to find solutions to their sanitation problems, ultimately achieving ODF status. They are the community role models for sanitation. They also report to the community on progress made in achieving ODF status with support from the community leadership especially from local authorities. As the community approaches ODF verification, the Natural Leader volunteers are provided with training so that upon verification they can join the Natural Leader Network as a fully functional member.

The strategy for community NL participating in the training is that the community must demonstrate progress in accordance with their action plan to achieved ODF status. This provides additional motivation for NLs to devote time working with their community.

During the first quarter of FY2014, IWASH conducted NL training, but during the second quarter NLN members developed trainers to facilitate NL training sections for peer learning and knowledge sharing of CLTS skills. Four training sessions were conducted in each of the counties (Bong, Lofa and Nimba). NLN training is conducted for two days per session. A total of 122 NLs were trained in this reporting period.

Natural Leader Network Activities & Structure

The IWASH/GOL team supported the NLN structures in each of the three counties with planning, coaching and participating in advocacy for CLTS in their various districts. A subset (WASH Entrepreneurs) were also trained as entrepreneurs in the area of soap making and pump repairs to earn livelihood and contribute to their group through financial means self reliance.

The NLN leaderships are responsible to ensure that communities: 1) uphold their ODF status, 2) act as a link between the volunteers and government structures, and 3) act as an advocacy group for the CLTS process in their respective districts and counties. The leaderships of NLN are to attend district development meeting to ensure that reports of the CLTS activities are reported and issues of communities attaining and maintaining ODF status are raised.

NLN members that bring other communities to ODF status achieved the status as CLTS champions. NLN members whose communities are sliding back into open defecation are no permitted to attend NLN meeting are not allowed to triggering other communities or participate in important NLN events

until their community ODF status is regained. This strategy was established to ensure ODF communities sustain their improved sanitation status. Natural Leaders also encourage other communities to visit their communities to see how their communities is now transformed and encourage community meetings in OD community for their participation in the CLTS process.

Nimba County

The NLN within the Gbelleh-geh Health District are functional and have two administrative district NLNs, four clans and six unit structures, all interacting well. The Gbelleh-geh structure is supported by the District EHT and local authorities at the district level. The NLN is now participating in the district development district health meetings. The NLN leadership at the health district level serves as an advocacy arm for CLTS in the district. During this reporting period NLN was able to engage law makers from their two administrative districts, Twah River and Gbelleh-geh, on the CLTS process. They are working on acquiring office place for the NLN in their district and working on a land for farming as a means of support for the NLN.

On the other hand the NLN in Sanniquellie-mah Health District is still struggling to structure its leadership, but they have structures at the administrative district, clan and unit levels. Coordination between the various structures is weak and needs strengthening. The District Health Team is presently working with the both administrative districts to structure their health district level leadership. The support from the district authorities has not been strong. In this light the CLTS County Steering Committee organized a meeting with district authorities and NLN on the 12 of April 2014 to strengthen the relationship between the NLN and local authorities. The following action points were agreed upon:

1. Establishment of Sanniquellie–mah Health District Leadership for NLN
2. All communities must achieve ODF status by the end of June 2014
3. All ODF communities must maintain their status
4. All triggered communities must work closely with the town chief and general town chief
5. NLN must work closely with the DEHT

Bong County

We are working in one health district but there are two district commissioners which make it necessary for the NLN to work with the two commissioners at different location. The NLN have two district leadership structures in Jorquellie 1 and Jorquellie 2. In Jorquellie 2 the leadership at all levels are well structured and well coordinated. An election was held early February 2014 for the leadership for Jorquellie 2 and a woman won as the chair person. She will attend the National WASH Joint Sector Review as the Civil Society representative for Bong, Nimba, and Lofa counties. Jorquellie 2 has excellent performance in bringing triggered communities to ODF status.

On the other hand, Jorquellie 1 is not making a similar level of progress. There have been issues of weak leadership and poor coordination from the district authorities. The IWASH and the GOL CLTS CFP have agreed that the District Steering Committee in Jorquellie 1 needs to be restructured.

Lofa

In Lofa IWASH is targeting two health districts, Voinjama and Kolahum. The Kolahum District NLN has a leadership structure at the health district, clan and unit levels, but the success rate for triggered communities becoming ODF is not impressive. One reason for this is that the DEHT is new and is not able to provide the level of support they need to bring communities to ODF status. Presently the District Steering Committee and the County Focal Person are working closely with the DEHT to improve her skills in working with the NLN.

In Voinjama, the NLN structure in two administrative districts is finding it difficult to form the health district structure. Even with this structural challenge, there is greater success in bringing communities to ODF status. Each of the administrative districts has a well structured leadership. In both health districts they acquired farm land that is being cleared for planting of peanuts and beans for livelihood support of the NLN.

NLN Achievements

During the reporting period a total of 143 communities were triggered in the three counties (Bong-49, Lofa-46 and Nimba-48) and 105 achieved ODF status (Bong-42, Nimba-31, and Lofa-32). Communities are still bringing letters of interest for CLTS. At the moment 48 communities are progressing toward ODF status. Presently there are more than 112 natural leader network members who are CLTS Champions.

NLN Leadership Structures by County

Bong

Jorquorlleh 1 leadership

#	Name	Position
1	Moses Ketter	Chairman
2	Murphy Davies	Co-chair
3	James Mulbah	Secretary
4	Eddine Joe	Financial Secretary
5	Mulbah Sackie	Treasurer
6	Robertson Tulipu	Inspector
7	William S.T Garmo	Advisor

Nimba

Gbehlay-Geh District

#	Name	Position
1	Daniel McGill	Chairperson
2	Edward T. Gohn	Co chair
3	Alocious Sobee	Secretary
4	Beartrice Geh	Inspector
5	Eliza Neufville	Treasury

Twah River District

#	Name	Position
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1	John Mentor	Chairman
2	Cooper Sengbeh	Co-chair
3	Titus Tahn	Secretary
4	Abel Dolo	Inspector
5	Olivia Takpor	treasury

Sanniquellie Mah Health District

#	Name	Position
1	Prince Domah	Chairman
2	Catherine Yanney	Co –Chair
3	Love Dolopei	Secretary
4	Advertus Dolo	Inspector
5	Taizu Wolobah	Treasury

Lofa

Kolahum District

#	Name	Position
1	Moses S. Sevelee	Chairman
2	Augustine	Co-Chairman
3	Humphrey Kpehe	Secretary
4	Janet Hena	Chairlady
5	Anthony Dovelee	Inspector
6	Wendor Sayndee	Treasury

Voinjama District

#	Name	Position
1	Charleson Yokor	Chairman
2	Moses Aku	Co-Chairman
3	Henry Akio	Secretary
4	Mulbah Kesselle	Inspector
5	Joseph Woloko	Treasurer

Open defecation free (ODF) Celebration

Open defecation free (ODF) status is attained through the verification of communities by the National CLTS Coordination Unit (NTCU). The Natural Leader for a community must complete an ODF verification request and present it to the DEHT. Next the CSC and DSC confirm the progress of the community and request the NTCU verify the status. The NTCU must make an assessment trip to the community and perform a checklist audit. If the community passes, then the verification is documented.

Upon being verified, a community begins planning for their ODF ceremony. The celebration is marked with presentation, speeches, and awards to outstanding people that contribute to the CLTS process. Each community contributes materials such as a public address system, construction of a celebration area, and food. IWASH provides tools for scale up (a wheel barrow, shovel, and rake) as well as food and some low cost awards for key contributors. During the celebration community are recognized by the local health authority for their progress toward reduction of water borne and vector transmitted diseases in the county as well as improvement of development in the area.

During this reporting period the total of 105 communities achieved ODF status in the three counties. Celebrations were held in October, December, January, and February.

Those present to grace the occasion were the County Superintendent, Development Superintendent, county inspector, county health team, CLTS county steering committee (CSC), Ministry of public work, NTCU, International and local NGOs, district development council, surrounding non trigger communities chiefs and elders, ODF communities, and the natural leader network (NLN).

A typical celebration format includes:

1. Overview of the project
2. Drama by the NLN
3. Remarks
4. Certification and planting of ODF sign board
5. Recognition of ODF Town Chief and Natural Leader
6. Presentation of sanitation tools
7. Vote of thanks

The natural leader network performs drama on the benefits of becoming a natural leader champion. The celebration is followed by dancing, eating and interaction with other community members and leaders of the county. The local radio station conducts a live broadcast during the ODF celebration to spread success of the CLTS in each county. The ODF celebration news has grown wide, encouraging more communities to request the CLTS process and other communities to self trigger.

Other Achievements of this Reporting Period

World Toilet Day Celebration

World toilet day is celebrated on the 29 of November to raise awareness on the importance of latrines usage. The NTCU and IWASH developed a strategy to celebrate WTD in a way that would bring together all partners involved in CLTS activities for sharing experiences on the CLTS, especially the Natural Leaders and district EHTs. Participants came from eight counties (Bong, Nimba, Lofa, River Gee, Grand Gedeh, Grand Cape Mount, Grand Bassa, Grand Kru, and Margibi). The County Health Development Director (CHDD) attended from

each of the IWASH target counties. The Director of the Division of Environmental and Occupational Health also attended the event. The WTD program began with a march through the main streets of Gbarnga, Bong County, followed by visiting of six ODF communities in two districts in Bong. On the day of the celebration the 29th of November an indoor program was held in an ODF community (Kanigar Town) where each county NL presented on CLTS activities in their district.

Participants were impressed with the level of work done by the NL in the IWASH target areas. This joint WTD celebration brought a lot of motivation and increase passion for the CLTS activities. The CHDDs appreciated the support given to the NTCU by IWASH that it was in the right direction of the CLTS process in the country.

NLN Interaction with Law Makers

The NLN in Bong and Nimba had the opportunity to interact with their law makers; they were dressed in their NL T-shirts to welcome their law makers in the district with other citizens. The head of the NLN in the district explained their role in the district and the numbers of communities that have achieved ODF status through their action with them. One of the law makers from the Gbelay-Geh District, Garrison Yealu, presented the amount of 2,000 Liberian to the NLN in his district as means of identification with the group which is part of the culture in the Liberian society. He appreciated the NLN and encouraged them to continue their good work. He promised to attend one of their leadership meetings. He also mentioned that he seen a number of communities in the Gbelleh-geh District are transformed through the work of the NLN. The NLN spokesman promised the law maker that they are willing to continue the CLTS activities but there is a need for government to recognized their effort and support them. He also mentioned that IWASH will be turning over to GOL by the end of June.

Chris Holmes Visit

The NLN leadership from Bong, Lofa and Nimba met with USAID Global Water Coordinator in Gbarnga, Bong County. The NLN representatives during the meeting appreciate the team visit and explained the progress and challenges with the CLTS. Their major challenge was the lack of safe drinking water in the ODF communities. They also highlighted their involvement in other activities such as vegetable farming as a means of income generation for the NLN. The USAID team also visited two ODF communities. The community presented kola nuts as symbol of welcome to the team.

Success stories

Community Produces a “Slab-less VIP Latrine” Design

In Bong County one of the first communities that achieved ODF status in 2012 was Kanigar Town. The town's Natural leader Quita Kerkula developed a simple pull flush latrine design using all local materials. The pour flush has a pit behind the superstructure, covered with mud and sticks. A bamboo pipe is used to connect a mud brick toilet bowl to the pit behind. A small amount of cement is used to surface the “toilet bowl” and seal around the bamboo pipe. Bamboo is also used for the pit's vent pipe. This simple low cost design provides the benefits of a VIP latrine without the cost of a concrete slab. The design has been used across IWASH communities in Bong County and has become a standard design for IWASH ODF communities (see pictures in Annex IV). During World Toilet Day in the design was shared with CLTS implementer from all over Liberia. It was also shared with the Sanitation Working Group in Washington DC in March 2014.

The communities continue to improve on the structure. After using the design for some time the lesson learnt is that the rain water makes the sticks under the dirt rot quicker. They decided to extend the latrine roof over the septic tank to prevent rain on the tank and making a path way for safe passage of the water from the latrine roof. As a means of prevent the bugs from eating the thatch roof coconut shelves is place on the roof. Some people have replaced the bamboo pipe with PVC pipe. Many people have put a thin layer of concrete on the latrine floor to make it easier to clean. Others have used zinc roofing.

Progress Report: IR2 - Increased Knowledge and Use of Improved WASH

6 WASH Products & Services Guide

Implementation indicators and outcome indicators

Indicator	2014 Target	2014 Performance	LOP Target	Performance to date
A simplified WASH products and services Guidelines developed	1	1	1	1

WASH PRODUCTS AND SERVICES GUIDE

Development of the WASH Products and Services Guide has continued in this reporting period. The guide is a simple to read resource for communities engaged in CLTS. It includes instructions on how to construct and assemble locally made WASH products, as well as information on the use of WaterGuard and listings of WASH contacts by county (Natural Leader Networks and Government of Liberia CLTS representatives).

The draft WASH Products and Services Guide is included as Annex V. Because many rural community members cannot read, drawings will be used to communicate all important construction and assembly concepts. The manual will illustrate the assembly and use of WASH products: 1) Slabless VIP Latrines, 2) Hand Washing Facilities, 3) dish-racks, 4) Sand-rock filter, 5) WaterGuard, 6) Soap, 7) clotheslines, and 5) Garbage pit. Natural Leader Network representatives can provide pump repair services as well as supply of soap and WaterGuard.

GOL CLTS representatives can set up pretriggering activities and match a community to Natural Leader Network members for CLTS implementation. Listing of CLTS County Focal People, WASH Coordinators, Natural Leader Network leadership, and WASH Entrepreneurs, as well as spare parts vendors for hand pumps, are presented in the back of the WASH Products and Service Guide.

Progress Report: IR2 - Increased Knowledge and Use of Improved WASH

7 Social Marketing of Community-led Total Sanitation

Implementation indicators and outcome indicators

Indicator	2014 Target	2014 Performance	LOP Target	Performance to date	
2.3-3: Number of natural leaders that emerge as CLTS ambassadors.	24	84	48	112	5. CLTS 7. Social Marketing ODF Status
2.3-2 Number of communities that express interest in CLTS by returning filled in CLTS request forms.	45	129	75	186	5. CLTS 7. Social Marketing ODF Status

7.1 Social Marketing of Community Led Total Sanitation

In late-2012, the IWASH Project, aiming to build on CLTS success, decided to use social marketing in an effort to expand the reach and improve the success rate of CLTS in the IWASH counties and, potentially, beyond. This approach had not been implemented elsewhere in the CLTS world. The key to achieving the desired results was to develop a differentiated marketing approach to build the interest of pre-triggered communities in becoming “pupu free”, ODF, and to develop specific interventions to support natural leaders from ODF communities to become advocates for ODF in non-ODF neighboring communities.

7.2 CLTS Marketing Activities

Brand Identity: The Open Defecation Free sign board, “Improved Sanitation, Path to Development,” is now being used in all ODF communities in Bong, Nimba, and Lofa counties and has become the recognized symbol ODF communities. This logo has been approved by the National Technical Coordinating Unit for CLTS and will be adopted in the national CLTS guidelines as the logo that should be used by all CLTS implementers to identify ODF communities. Although its adoption in the guidelines is still pending, IWASH has been contacted by UNICEF and the Liberia WASH Consortium to use this logo for their ODF communities.

Radio Dramas: The CLTS radio dramas aired through December of 2013 on five radio stations in the three IWASH counties. IWASH has received feedback from communities that they learned about CLTS based on listening to the story of Mulbah, the Natural Leader, and Mamusu, the clean community. Listeners have expressed strong interest in getting their communities open defecation free.

Street Theatre: To supplement the radio dramas a live street theatre performance based on the narrative in the radio drama was developed. The street theatre version has been performed in 15 markets (five per IWASH Target County). The street theatre was used as a medium to create buzz

about CLTS in the communities and get more communities interested in becoming “pupu free”. The IWASH team participated in the street theatre events by providing more information about what CLTS is and answering questions. Natural Leaders also participated to engage with communities that they might later trigger.

Billboards: Billboards depicting a Liberian making the choice between an obviously clean and organized community, or a messy dirty community, with the caption “Take the Path to Improved Sanitation”, have been placed in key locations in IWASH target counties. An additional three billboards are being placed in a new market location in each county.

Branding of Champions: 160 CLTS Champions have been provided a specially designed champion uniform, which consists of a collared shirt with green accents and the CLTS logo. The uniform not only sets Champions apart from the other members of the Natural Leader Network, it will also make them more identifiable when they visit communities, markets, and other locations where spreading the promise of CLTS will increase receptivity of and desire for triggering and the benefits ODF can bring to communities.

Progress Report: IR3 – Improved Enabling Environment for WASH

8 Institutionalization of CLTS within the Government of Liberia

Implementation indicators and outcome indicators

Indicator	2014 Target	2014 Performance	LOP Target	Performance to date
3-2 % level to which County Steering committee (CSC) follow their TOR in applying CLTS	75%	64% Average 67% Bong 63% Nimba 62% Lofa	75%	64% Average 67% Bong 63% Nimba 62% Lofa
3.1-1 # of monitoring visits done by GOL CLTS governing structures per IWASH ODF community. (NTCU,CSC,DSC)	3 (2 CSC, 1 NTCU per ODF Community)	3 minimum	3 visits per ODF community	3 minimum

During the reporting period IWASH continued to provide support to the government of Liberia (GoL) in creating an enabling environment for WASH by facilitating activities geared at strengthening national, county, district and community level structures already established through project implementation. After the first quarter of FY2014, a program review meeting was held with all IWASH staff to understand the successes and challenges in field implementation. It was clear at that time that more effort was required to engage traditional leaders as well as the county hierarchy of the Ministry of Health and Ministry of Internal Affairs in CLTS implementation. A new field role was created, County Advisor, whose primary responsibility was to engage more influential actors into CLTS at the county and district level. The IWASH Deputy Chief of Party, Program Manager, and Monitoring & Evaluation Manager became advisors and moved into county offices for between 6 weeks and 3 months, to ensure sufficient engagement by county and district level actors. This strategy has been effective in developing a CLTS support system that will continue after IWASH phase-out.

At the national level, the IWASH team worked closely with the CLTS National Technical Coordinating Unit (NTCU) to facilitate regular CLTS supervisory field visits that include: 1) CLTS communities monitoring and verification, 2) coordination and mentoring of County Steering Committees (CSC) in CLTS implementation with regards to the Terms of Reference (ToR) for CSCs, 3) engagement with County Health Teams to develop capacity for taking over activities of CLTS for sustainability when project implementation ends, and 4) engagement with County Development Superintendents and tradition leaders to create a broad support for CLTS within the counties. IWASH has also been meeting with the Assistant Minister for Preventative Health to discuss enhancement of the NTCU so that it has the capacity to fulfill its role in national oversight of CLTS. The draft NTCU capacity development plan includes creating an NTCU national database, implementation mapping, and enhanced capacity for field monitoring. New staff will join the unit in April and are anticipated to begin capacity development with IWASH in May 2014.

The NTCU has been active in conducting its field monitoring mandate in IWASH implementation counties (Bong, Lofa, and Nimba) through support from IWASH in the form of transportation and Daily Sustenance Allowance (DSA) whenever members of the NTCU visit IWASH counties. The IWASH program regularly meets with MOHSW leaders for preventive services to brief them on activities, including: Assistant Minister for Preventive Services and Director for the Department of Environmental and Occupational Health, as well as the Directors for the Department of Health Promotion and Department of Community Health Services.

Achieving sustainable sanitation improvement is hampered by the inability of the ministry to place key county field staff such as County CLTS Focal People (CFP) and District Environmental Technicians (DEHTs) on government payroll (some of them have been working for over five years without getting on the payroll). However, during a consultative meeting with stakeholders that was held in Gbarnga City, Bong County in March 2014, to discuss the IWASH Phase-out Plan, the Assistant Minister for Preventive Services along with County Health Officers (CHOs) committed that CFPs and DEHTs in IWASH implementation areas would be placed on payroll by end of June 2014.

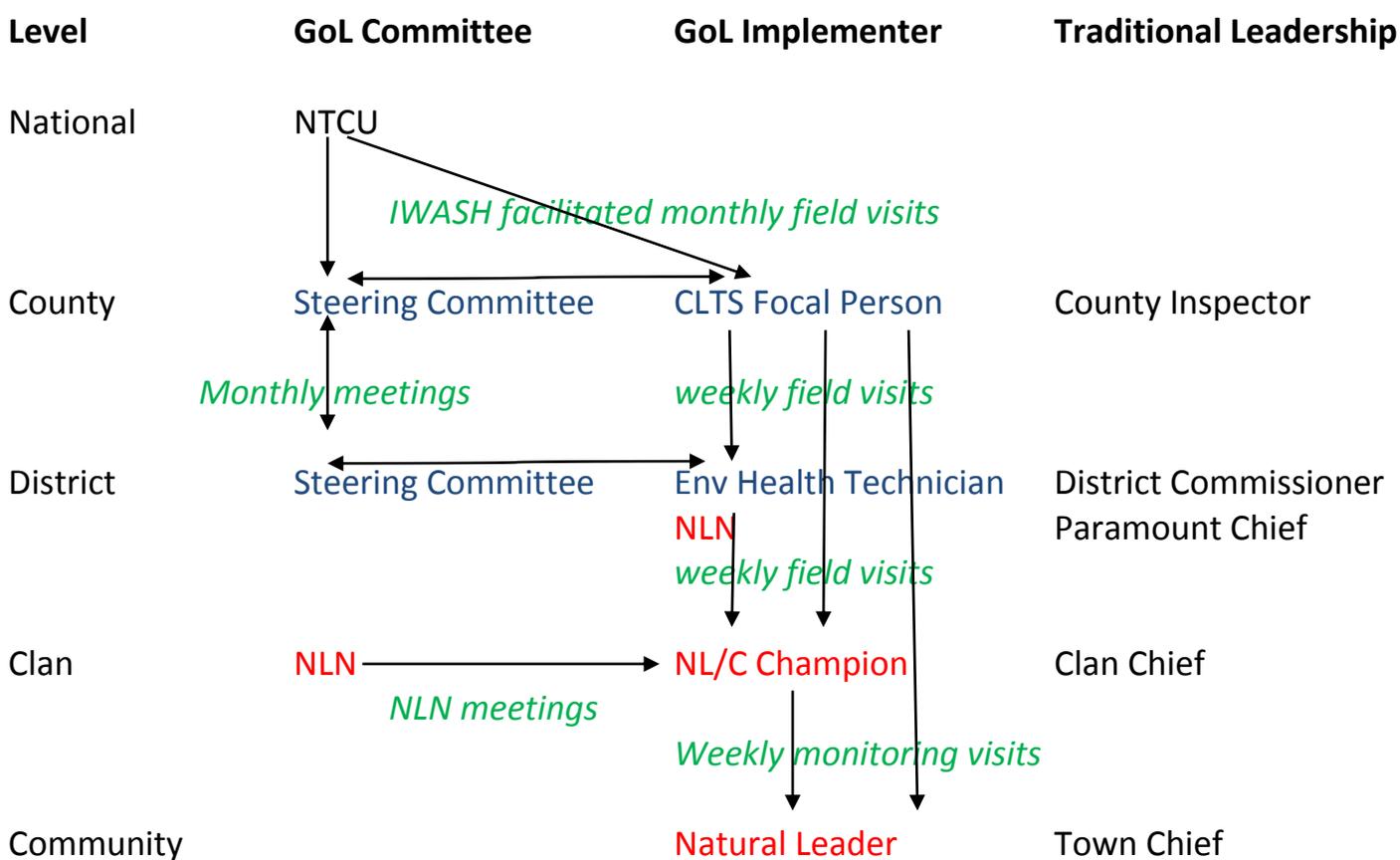
At County level, the IWASH project has been working closely with the County Health Teams to strengthen the County Steering Committees to improve on their effectiveness in performing CLTS duties as defined in the CLTS Guidelines. Unfortunately, the CSCs have not gone beyond the point of monthly field monitoring visits due to a variety of factors including: 1) too busy with their direct job responsibilities, 2) lack of personal interest in CLTS, and 3) an unmet desire for monetary compensation. Because of this inconsistent CSC performance, IWASH has turned to traditional leaders (Paramount Chiefs, Clan Chiefs, and Sector Chiefs) as well as the leadership of the county health team (CHOs), to support CLTS implementation. IWASH continues to provide limited financial and logistical support to the CFP in the three counties as a means of motivating them in their key role in CLTS. IWASH is engaged in county WASH Coordination Meetings and has supported these meetings through the provision of snacks, stationery and other administrative resources to conduct and document the proceedings. IWASH also continues to provide logistical support in terms of vehicles to transport members of the CSCs to conduct monthly monitoring visits and feed-back meetings on progress of CLTS activities of the various triggered communities.

At the District level, IWASH continues to support DEHTs with incentives in lieu of salaries and logistics to provide oversight to the Natural Leader Network members and conduct field monitoring activities in triggered communities. IWASH also supports District Steering Committees in the all project districts and engages with local traditional leaders in mobilizing and motivating communities that are lagging behind in the CLTS process. The activities of the DSCs are supported through limited funding for monitoring and feedback meetings as well as recognizing the local traditional leaders with awards during communities ODF celebrations. The participation of DEHTs, DSCs, and local traditional leaders has greatly improved the percentage of communities to attain ODF status. In Kolahun District, Lofa County, communities have been slow in progress toward ODF, but the traditional leaders and DSC members are now assisting the DEHT and NLN members to keep the communities moving forward. This coordinated support at a local level is essential for ongoing CLTS implementation post IWASH.

At the community level, IWASH continues to work with Natural Leaders (NL) and Natural Leaders Network (NLN) members in mobilizing and motivating communities to attain ODF status, construction of dish racks, clothes line, digging of garbage pits, fencing of hand pumps, repairs of hand pumps (using IWASH –trained pump entrepreneurs), cleaning and brushing of access to water collection sources and general hygiene promotion activities. Monthly meetings are also held with NLN leadership to assist them to strengthen their organization and expand the NLN’s role as a community level development actor beyond the WASH sector.

The graphic below clearly illustrates the CLTS structure and the interaction between all actors within the structure at each level including the active inclusion of local traditional leaders. The major difference between this CLTS structure graphic and the one presented in the FY2013 Annual Report is that the role of IWASH has been replaced by the Ministry of Internal Affairs and Traditional Leaders as key supporters of the process. This has been an important addition to the CLTS implementation in FY 2014 and is important to successful IWASH phase-out.

CLTS Actors at National, County, District, Clan & Community Levels



Progress Report: IR3 – Improved Enabling Environment for WASH

9 WASH Policy Development, Improvement, and Dissemination

Implementation indicators and outcome indicators

Indicator	2014 Target	2014 Performance	LOP Target	Performance to date	
3.1-3 A National CLTS Guideline developed and published with IWASH input.	0	0	1	1	9. WASH Policy Dev& Dissemination
3.3.2 Number of policy dissemination workshop conducted by IWASH at county and district levels	0	0	4	4	9. WASH Policy Dev& Dissemination

Development of the Guidelines for Community-Led Total Sanitation (CLTS) Implementation in Liberia

Following the development and publication of the National Guidelines for CLTS Implementation in Liberia during last fiscal year, IWASH has continued the engagement with GoL actors and development partners at all levels to ensure that the Guidelines are disseminated and adhered to. However, due to the evolving nature of CLTS especially using the IWASH model of Natural Leaders as the driving force to making communities ODF, there is a need for a national review of the Guidelines in order to incorporate the changes that have occurred.

IWASH, in collaboration with UNICEF, The WASH Consortium, USAID-funded Liberia Municipal Water project, WaterAid, Ministry of Health and Social Welfare, and Ministry of Public Works scheduled a review and revision process of the guidelines for December 2013; however, this activity did not take place on schedule due to scheduling conflicts. IWASH is now spearheading a rescheduling of the review and revision process to be conducted before the end of June 2014, at which time the guidelines will be critically discussed taking into considerations lessons learned. Specific areas for treatment include social marketing, Natural Leaders Networks, hygiene promotion methodologies, and scale up activities. The critical roles of traditional leaders will also be highlighted.

Joint WASH Sector Review and Development of WASH Sector Report

As a member of the Task Force that spearheaded the development of critical WASH policy documents and managed the first annual WASH Joint Sector Review (JSR), IWASH has been involved in planning JSR 2, the second WASH Joint Sector Review that is scheduled to be held in the first week of May 2014. A key element of this JSR is that it will review a Sector Performance Report written by GoL staff with support from a team of consultants as well as implementing partners. This report seeks to capture all activities of the sector highlighting sector goals, achievements, challenges, lessons, and gaps. It will be presented and discussed during the JSR event. IWASH will fund the

lodging, accommodation and transportation of GoL participants from the Ministries of Health and Social Welfare (County Health Officer), Public Works (County WASH Coordinator), and Internal Affairs (Assistant Superintendent for Development) from the three IWASH counties of Bong, Lofa, and Nimba. IWASH will also provide funding for a participant from a civil society representative for the Bong/Nimba/Lofa region – the Natural Leaders Network Chairperson for Bong County.

Establishment of the NWRSB and the WSSC

IWASH participated as a Task Force member for the establishment of the National Water Resources and Sanitation Board (NWRSB) and the Water Supply and Sanitation Commission (WSSC). The COP or DCOP attended meetings of the Task Force geared at planning, reviewing and developing strategies of engagement with key stakeholders at the national level for the speedy establishment of these bodies as defined in the Liberia WASH Compact and the Sector Strategic Plan. Meetings were also held with the team of presidential staff members at the Ministry of States and the draft Executive Order for the creation of the NWRSB presented to the legal team of the President. Following the presentation of the draft and series of review meetings, the President Her Excellency Dr. Ellen Johnson-Sirleaf appointed members of the Board in February of 2014, making yet another milestone in the achievements of the sector.

Support to the WASH Reporters and Editors Network

IWASH during the reporting period continued its engagement with the WASH R&E in ensuring that critical issues affecting WASH as well as global and local WASH events are brought to public notice through print and electronic media. IWASH supported the WASH R&E in the publication of articles in both foreign and local new outlets during activities marking this year's Global Hand Washing Day (celebrated annually on November 29th), the WASH R&E with support from IWASH also reported on the visit of Mr. Chris Holmes, USAID Global Water Coordinator who visited CLTS ODF communities in Bong County and also held a meeting with IWASH supported Natural Leader Network leadership and WASH Entrepreneurs. The WASH R&E Network was also supported to highlight the Ebola response made by IWASH in Foya District, Lofa County at clinics and communities where the Ebola virus cases were reported as well as subsequent interventions in Bong and Nimba counties.

Collaboration and Coordination at National, Local and International Levels

IWASH has maintained close collaboration with all partners in the WASH sector at international, national, sub-national levels for the improvement of service delivery to the Liberian people. IWASH is a member of the National Water, Sanitation, and Hygiene promotion Committee (NWSHPC) a body which brings together all stake holders within the sector including government partners, donors, local and international non-governmental organizations, the private sector, and civil society actors. The NWSHPC serves as the technical arm to the NWRSB in the planning and implementation of sector activities as well as collaboration at the national level. As a result of this collaborative engagement, IWASH was invited by the Coordinator for the National Water Sanitation and Hygiene Promotion Committee (NWSHPC) to attend the High Level Forum for Water and Sanitation for All Africa that was held in Abidjan, the Republic of Ivory Coast from November 21st to 23rd, 2013 as part of a delegation headed by President Johnson Sirleaf. IWASH was represented at the conference by LeRoy T. Johnson, Deputy Chief of Party. In furtherance of the collaboration, IWASH and the USAID-funded

Liberia Municipal Water Project (LMWP) being implemented by TetraTech, together funded the space for one stand at the conference where WASH products and WASH sector literature were displayed. The stand generated a lot of interest during these three day events as hundreds of participants, including senior USAID staffers, visited the stand and were well attended by IWASH, TetraTech, and Africa Rain staff that were on hand to provide the relevant information. A major achievement of the Liberian delegation at this conference was the award of \$13 million United States Dollars grant that was generated for the Liberian WASH sector through funding from Gulf States.

IWASH also presented results of the program partnership with GoL at a regional CLTS conference in Benin and to the Sanitation Working Group in Washington DC. These presentation events provided an opportunity to share the successes and the lessons learned through the IWASH program to be share with an international audience. Both events were well attended.

Progress Report: IR3 – Improved Enabling Environment for WASH

10 Water Point Functionality and Water Quality Data Management

Implementation indicators and outcome indicators

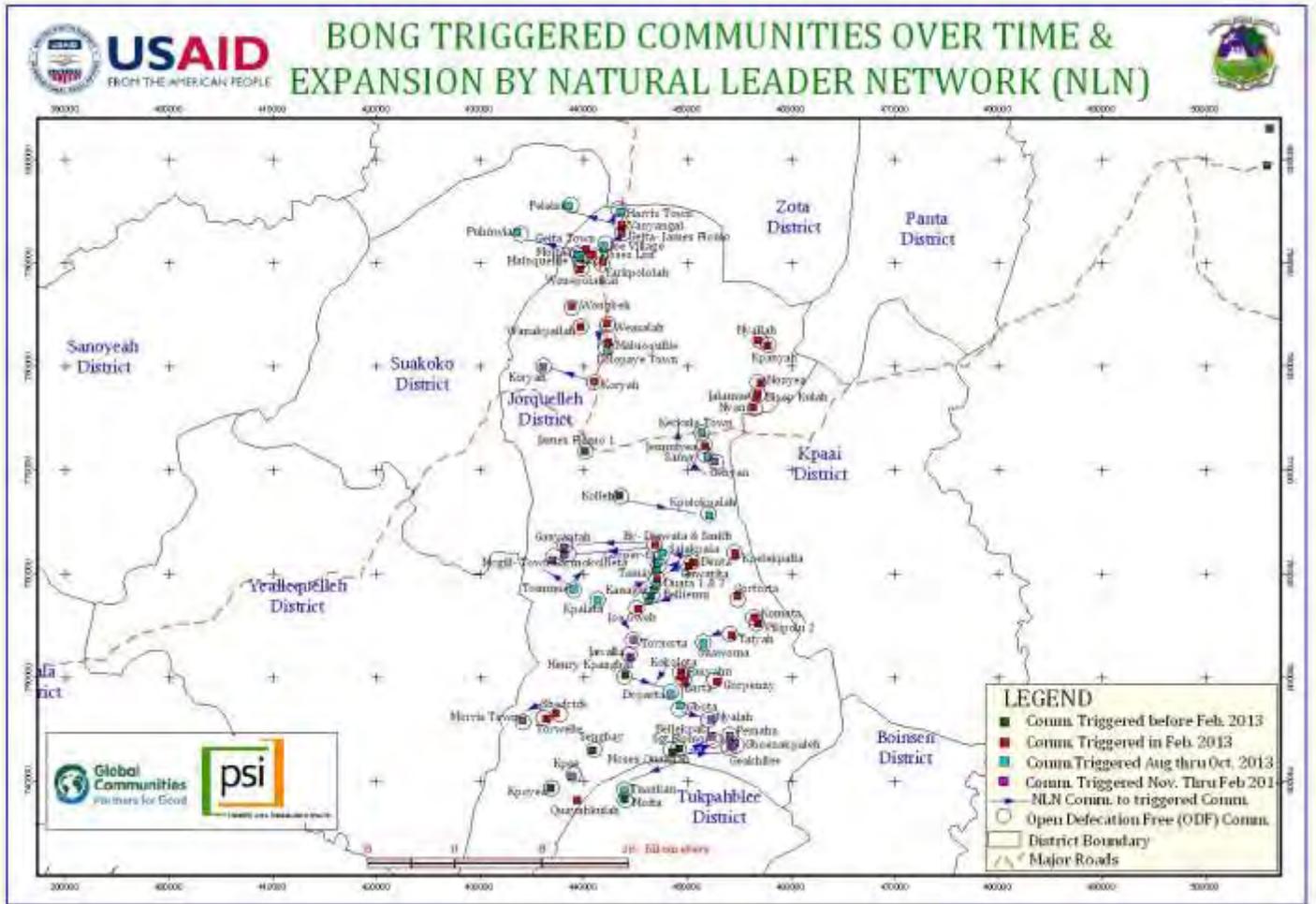
Indicator	2014 Target	2014 Performance	LOP Target	Performance to date
3.2-1 Number of community water points on which water point reports are received regularly at the county level per quarter.	139 (65% of 214 well in Jorquelleh district based on Water Point Atlas)	This activity has been removed from IWASH implementation plans.	150 (70% of 214 well in Jorquelleh district based on Water Point Atlas)	This activity has been removed from IWASH implementation plans.
3.2-2 A national water quality electronic data base developed and capturing data from counties.	1	In progress	1	National Drinking Water Quality Guidelines Draft released in March 2014 Water quality baseline and database to be developed

IWASH staff has been working closely with the MoHSW Division of Environmental and Occupational Health (DEOH) to develop a National Drinking Water Quality Guideline. In addition to the guidelines, a water quality database is planned and a sampling plan to feed data into the database to create a baseline for water quality in Liberia.

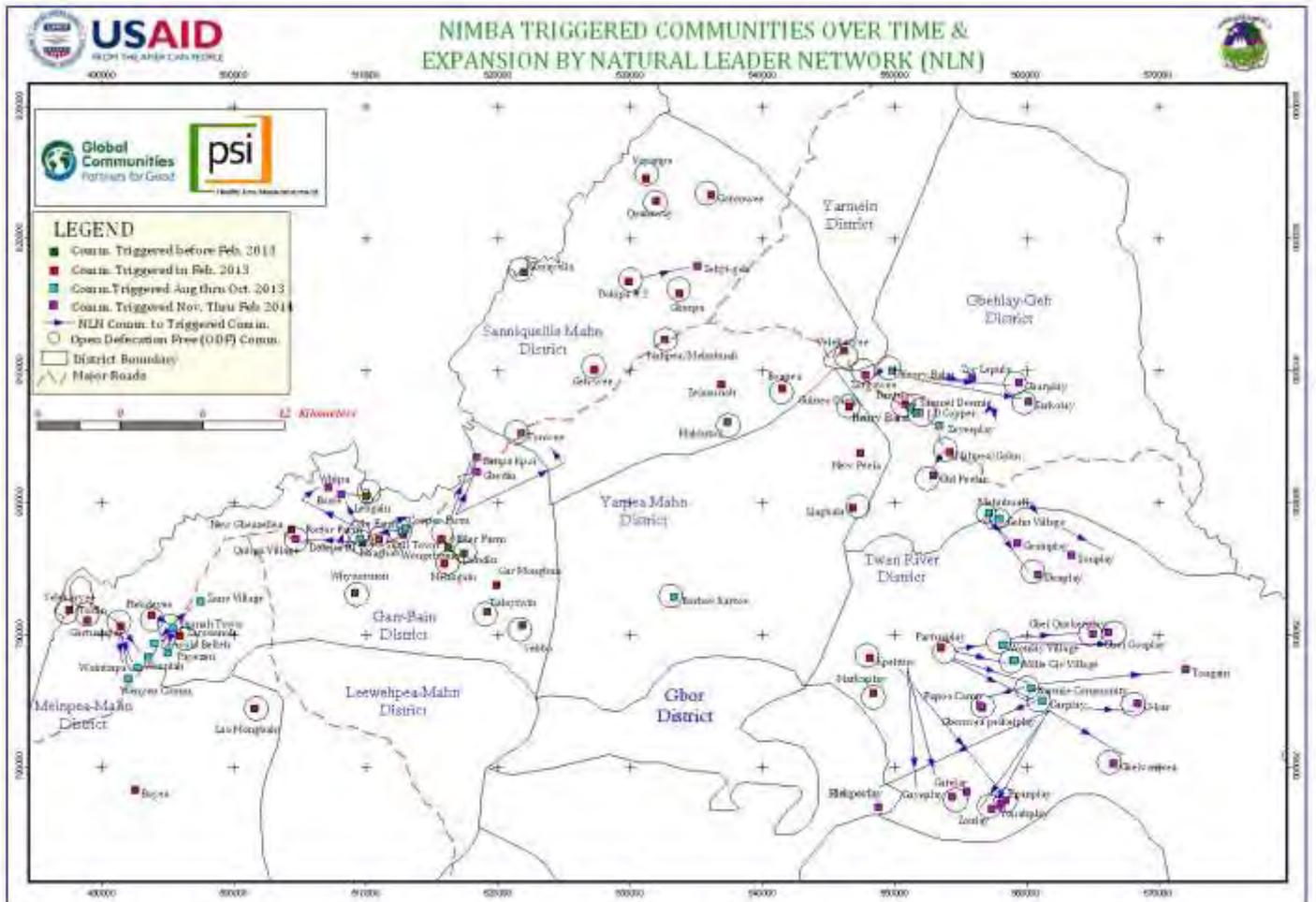
The capacity of county water quality testing labs has been highly variable and the national lab in Monrovia is only partially functional. IWASH is working with other WASH partners to resolve the capacity issues at the national and county levels. By the end of April, a draft plan for surveying water quality across Liberia will be released. With adoption and funding by partners, this plan will provide a way forward for developing a baseline of water quality for all of Liberia. Once a baseline is established, an information flow is created for test results, a system for scheduled water quality testing can be created.

IWASH anticipates supporting the finalization of the draft plan, as well as the baseline testing in Bong, Nimba, and Lofa. IWASH will also assist with developing the database for water quality information management. IWASH may also provide some training in GIS mapping if that capacity would improve the implementation of the water quality baseline rollout and scheduled water quality testing plan.

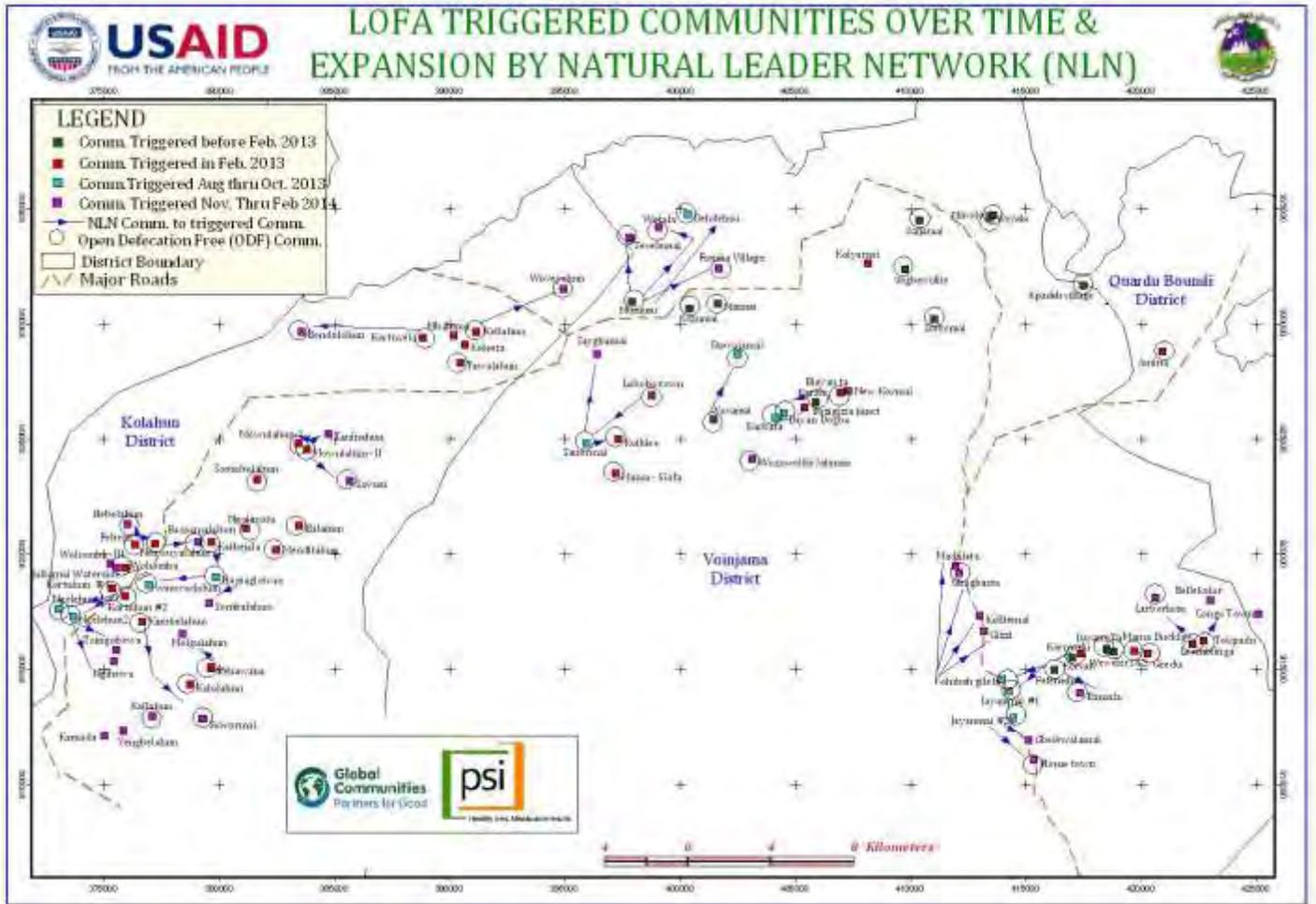
Annex I: Bong County CLTS Map



Annex II: Nimba County CLTS Map



Annex III: Lofa County CLTS Map



Annex IV: Environmental Compliance

The purpose of this Annex is to present actions taken during the period to support compliance with draft EMMP and to respond to issues identified during USAID field trip in March 2014.

Actions taken to support compliance with draft EMMP:

1. **Rehabilitation of Water Facilities:** the environmental impact of concern is contamination of the water source and resultant negative health effects, mitigated by water quality testing. In IWASH counties the water quality labs lacked reagents for performing tests, so IWASH facilitated the EHTs from each county to travel to the national lab to acquire reagents. Since then testing has begun and within the next quarter all rehabilitated water sources will have water quality test results.
2. **Construction & Operation of New Water Points:** Construction of new water points began in March and each contractor was briefed on the need to minimize disturbances to vegetation, to use excess soil in drainage berms, to practice safe digging practices (covering wells when not digging), and to practice good personal hygiene, particularly once the aquifer is reached. The siting of the wells was in accordance with the Technical WASH Guidelines for Liberia – minimum distances from latrines and other sources of contamination observed.
3. **Urban Latrines - Construction:** No new urban latrine construction was undertaken during this period, but a remediation measure was taken to ensure that latrines constructed in a prior period conformed to best environmental practices as described in Section 3 PPP Urban Latrines. The septic tanks for New Georgia Estates and Logan Town latrines were designed to allow fluid from the septic tanks to percolate into the soil. Given the shallow aquifer in these areas, this design has a potential to contaminate the groundwater. During the reporting period the septic tanks were opened and sealed with a concrete slab floor. Designs for the three new latrines have sealed septic tanks.
4. **Urban Latrines – Operation:** The septage collection from New Georgia Estates and Logan Town is performed by only licensed sanitary disposal companies. The New Georgia Estates operator is a licensed sanitary disposal company and Global Communities has seen the collection invoices from the Logan Town latrine operations.
5. **Construction of Household Latrines through CLTS:** 1) proper latrines siting is an activity that all IWASH CLTS staff and Natural Leader Network members are well trained in, it is an integral part of the triggering procedure during community mapping and action planning. 2) The issues of safety for the latrines user arising from material selection and construction method are significantly mitigated by encouraging the use of an innovative “Slabless VIP Latrine” that does not put the user over the pit, but located the pit behind the superstructure containing the “toilet bowl”. This can be seen in Annex V: WASH Products and Services Guide. 3) Hand washing station drainage is emphasized in Natural Leader Training exercises and reviewed during monitoring visits as well as verification trips. Given the intensive rainfall during the rainy season, these drainage structures must be periodically maintained.

Response to issues identified in the USAID field trip:

Bong County Visit

No.	Site Visited	Intervention	Issues to address	Actions taken
1	Banama Village	CLTS and Hand dug well construction	1. Display USAID Logo	USAID signage printed and deployed at county office awaiting screwing to facility
2	Kpai Pub. School	Hand dug well and school Latrine	1. Complete landscaping around latrine. 2. Install hand washing station 3. Display USAID Logo	1. Landscaping Completed 2. School instructed to build platform with bush sticks to put hand washing facility provided by IWASH 3. USAID signage printed and deployed at county office awaiting screwing to facility
3	Moses Lonta Village	CLTS	Community clean but lack safe drinking water source.	Construction of a hand dug well in progress. Have dug to aquifer and started molding culverts.
4	JS Clarke Public School, Gbarnga	Hand Dug well	1. To clear dirt around hand pump. 2. Display USAID Logo	1. Landscaping around hand pump done 2. USAID signage printed and deployed at county office awaiting screwing to facility
5	Bassa Community, Gbarnga	Hand dug well	1. Sign of erosion closer to apron 2. Display USAID Logo	1. Community collecting funds to cast drainage path 2. USAID signage printed and deployed at county office awaiting screwing to facility
6	Bethany Lutheran School, Suakoko	School latrine and hand pump that was disqualified by county authorities.	1. Install hand washing facility. 2. Build pedestal up to put water containers 3. Display USAID Logo	1. School authorities engaged to build a platform to seat hand washing facility provided by IWASH. 2. Well pedestal constructed by IWASH 3. USAID signage printed and deployed at county office awaiting screwing to facility

Lofa Visit

No.	Site Visited	Intervention	Issues to address	Actions taken
Voinjama District --- 17 th March				
1	Tenebu	Hand dug well in community and school latrine in Public school	<ol style="list-style-type: none"> 1. No hand washing at school latrine 2. Inside of latrine dirty 3. Erosion closer to latrine 4. No USAID visibility at community well site 	<ol style="list-style-type: none"> 1. Gave instruction to school principal to build scaffold from local materials for hand washing facility provided by IWASH. 2. School health club activated to take care of latrine cleanliness 3. School and PTA were advised to haul rocks in erosion pathway 4. USAID signage printed and deployed at county office awaiting screwing to facility
2	Kolliemai	School Latrine and CLTS in progress	<ol style="list-style-type: none"> 1. No hand washing facility at school latrine 2. No proper landscaping done at latrine site by contractor 3.No USAID logo on facility 	<ol style="list-style-type: none"> 1. Gave instruction to school principal to build scaffold from local materials for hand washing facility provided by IWASH 2. School health club activated to take care of latrine cleanliness 3. USAID signage printed and deployed at county office awaiting screwing to facility
3	SDA Elem. and Junior High School	School latrine	<ol style="list-style-type: none"> 1. No hand washing facility in use 2. Crack in front wall 	<ol style="list-style-type: none"> 1. Gave instruction to school principal to build scaffold from local materials for hand washing facility provided by IWASH. 2. Nothing done yet to address crack in wall
Kolahun District – 18 th March				
1	Popalahun Public School	School latrine	<ol style="list-style-type: none"> 1. No hand washing facility in use 2. No USAID Visibility 	<ol style="list-style-type: none"> 1. Gave instruction to school principal to build scaffold from local materials for hand washing facility provided by IWASH

				2. USAID signage printed and deployed at county office awaiting screwing to facility
2	Massabolahun Community	Hand Dug well	No USAID visibility	USAID signage printed and deployed at county office awaiting screwing to facility
3	Hassagolowan Village	CLTS and Hand Dug well	<ol style="list-style-type: none"> 1. Fence wall not closed 2. Poor mortar work done on pedestal where containers are placed to fetch water 3. No USAID visibility 	<ol style="list-style-type: none"> 1. Community closed fence 2. USAID signage printed and deployed at county office awaiting screwing to facility

Annex V: WASH Products & Services Guide

See attached.