



Final Report

WOMEN EMPOWERMENT & GENDER BASED VIOLENCE PREVENTION IN URBAN AMMAN EVALUATION

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Evaluation team: Mai Eleimat, Maram Eleimat, Dana Marei, Sara Daradkeh

Evaluation company: Edmaaj for Development and Training Consulting

Organization commissioned the evaluation: Collateral Repair Project

This Evaluation Report has been developed by an independent evaluator. The analysis presented in this report reflects the views of the author and may not necessarily represent those of CRP, its partners or the UN Trust Fund

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ACRONYMS and ABBREVIATIONS

CEO	Chief executive officer
COVID-19	Coronavirus Disease 2019
CRP	Collateral Repair Project
CSOs	Civil Society Organizations
CQAO	Compliance and Quality Assurance Officer
EVAW/G	Ending Violence Against Women and Girls
FGDs	Focus Group Discussions
FHH	Family Household
GBV	Gender Based Violence
GBVAP	Gender Based Violence Awareness and Prevention
HOH	Head of House
IDIs	In-Depth Interviews
ILO	International Labour Organization
IR	Inception Report
JOD	Jordanian Dinar
KIIs	Key Informant Interviews
KPI	Key Performance Indicator
LIA	Leadership in Action
M&E	Monitoring and Evaluation
MEL	Monitoring, Evaluation, and Learning
N/A	Not Applicable
NGO	Non-Governmental Organization
OECD-DAC	Organization for Economic Cooperation and Development -Development Assistance Committee
PSEA	Protection from Sexual Exploitation and Abuse
PSS	Psychosocial Support
PWD	People with Disabilities
QG	Questions Guide
RACI	Responsible, accountable, consulted, and informed
SGBV	Sexual and Gender-Based Violence
TOT	Training of Trainers
ToR	Terms of Reference
UNFPA	United Nations Population Fund
UN Trust Fund	UN Trust Fund to End Violence Against Women
UN Women	United Nations Entity for Gender Equality and the Empowerment of Women
VAW/G	Violence Against Women and Girls



EXECUTIVE SUMMARY



Introduction and Methodology

Context of the Project

The landscape of Gender-Based Violence (GBV) in Jordan presents a multifaceted challenge, particularly impacting vulnerable Jordanian communities and Syrian refugees. Gender disparities, rooted in societal norms and exacerbated by economic barriers and legal frameworks, create an environment where GBV persists. The United Nations Entity for Gender Equality and the Empowerment of Women (UN Women) Global Database indicates that 19% of Jordanian women have experienced physical and/or sexual violence, often within domestic settings. Furthermore, during the COVID-19 pandemic, domestic violence against women and girls increased, while access to GBV services decreased. This context underscores the urgent need for intervention, particularly for the refugee population, which faces heightened risks and limited access to safe spaces and services.

Description of the Project

The Collateral Repair Project (CRP), an NGO operating in Amman, Jordan since 2006, supports urban refugee communities and vulnerable Jordanian and Palestinian populations. Funded by the UN Trust Fund to End Violence Against Women, CRP's project "Women Empowerment & Gender-Based Violence Prevention in Urban Amman" aimed to protect vulnerable women and girls from domestic violence exacerbated by the COVID-19 pandemic. The project focused on raising awareness about GBV, providing economic and psychosocial support, and improving access to services. The project targeted 4,500 primary beneficiaries, primarily women and girls, and 2,400 secondary beneficiaries, including civil society organizations and community members.

Purpose of the Evaluation

The evaluation aimed to assess the effectiveness and impact of CRP's interventions in supporting women and girls vulnerable to GBV. It sought to evaluate the extent to which these interventions enhanced safety, well-being, and access to resources. The evaluation also aimed to identify lessons learned and provide recommendations for future programming. The findings were intended to guide CRP and its stakeholders in enhancing current interventions, allocating resources effectively, developing policies, and advocating for increased attention to GBV issues.

Intended Audience

The primary audience for this evaluation report includes CRP, UN Women, and other stakeholders involved in GBV prevention and response in Jordan. The findings and recommendations are also intended for policymakers, donors, and organizations working in the fields of gender equality and women's rights.

Description of Methodology

The evaluation employed a post-test only without comparison group design, focusing on the outcomes and impact of the project interventions after their implementation. Data collection methods included document reviews, key informant interviews (KIIs), focus group discussions (FGDs), phone surveys, and



project observation. The data collection covered both qualitative and quantitative aspects to ensure a comprehensive assessment. The evaluation team conducted five KIIs, four FGDs, and 410 phone surveys with primary beneficiaries. The analysis focused on the effectiveness, relevance, efficiency, sustainability, impact, knowledge generation and gender equality and human rights dimensions of the project. Key limitations included challenges in recruiting phone survey participants, language barriers, and issues with self-reported data accuracy.



Summary of key findings

Relevance

The project was highly relevant to the needs of women and girls in the targeted communities. Key aspects of its relevance include:

- Alignment with Needs: The project's focus on gender, rights, and empowerment addressed critical gaps in knowledge and skills among participants, particularly those previously unaware of these issues.
- Psychological Well-being: The Psychosocial Support (PSS) sessions provided significant psychological relief and positive reinforcement, helping women manage stress and personal issues.
- Economic Empowerment: Training in various professional skills enabled women to achieve economic independence, a crucial factor in reducing gender-based violence.
- Leadership Development: The "Leadership in Action" training equipped women with leadership and advocacy skills, empowering them to lead community initiatives and advocate for positive change.

The project's results remain highly relevant to the needs of women and girls, as it effectively addressed critical areas such as gender rights education, empowerment, and GBV prevention. The interventions provided essential knowledge, skills, and psychological support, empowering participants to manage their challenges more effectively. Economic empowerment initiatives and leadership training further enhanced their financial independence and community involvement. While the project successfully met these needs, it also highlighted the evolving priorities of women and girls, particularly regarding job opportunities, employment rights, and financial stability, suggesting areas for future focus.

Effectiveness

Project Goal Achievement

- The project aimed to empower women and girls by improving safety from gender-based violence (GBV) and enhancing overall well-being. However, it fell short of its primary beneficiary target, reaching 3,473 women and girls instead of the planned 4,500. Only 105 women and girls reported improvements in safety from GBV and well-being, significantly below the target of 725.



- The project had limited success in improving safety and well-being among women and girls. While 82.5% of respondents in Year 3 reported feeling safer from GBV, overall, the project struggled to meet its targets due to insufficient data collection and limited survey responses in the first two years.

Outcome 1: Empowering Community Members to Prevent GBV: The project aimed to empower community members to take action against GBV within their families and communities. Although 366 participants were reached through GBV Awareness and Prevention (GBVAP) and Women's Empowerment seminars, only 121 women expressed willingness to take preventive action against GBV, falling short of the project's expectations. The final year showed more promising results, with 82.5% of respondents indicating a willingness to act, yet this did not fully compensate for the earlier shortfalls.

Outcome 2: Enhancing Emotional and Financial Resilience of Vulnerable Women: The project sought to improve the emotional and financial resilience of vulnerable women from refugee and host communities. Although the project reached 860 women, only 145 reported improvements in emotional and financial resilience, indicating a shortfall in meeting the target. Emotional resilience showed notable gains, with 90.63% of participants in Year 3 reporting improved abilities to manage stress and emotions. However, financial resilience outcomes were less pronounced, with many participants struggling to translate financial literacy into tangible income-generating opportunities.

Outcome 3: Improved Access to Services: The project successfully improved access to services, enrolling 3,298 individuals in internally offered programs and referring 224 to external services through the Help Desk. Despite the success in service delivery, the Help Desk faced challenges in communication, follow-up, and tracking participant engagement.

Challenges and Effectiveness Gaps: The project encountered several challenges that impacted its effectiveness, including vague indicators in the Evaluation Matrix, overly ambitious targets, coordination and logistical issues, overlapping programs from multiple CSOs, and resource limitations. These gaps hindered the accurate measurement of outcomes and the project's overall success in achieving its goals.

Alignment with Project Objectives and Results Framework

The project's interventions, including gender rights education, GBV prevention seminars, PSS sessions, economic empowerment initiatives, and leadership training, were well-aligned with its objectives and results framework. Each activity was designed to address specific goals, such as increasing knowledge and awareness of GBV, empowering women to assume leadership roles, improving emotional resilience, and fostering financial independence.

Extent to Which Desired Outcomes Were Achieved The project had mixed success in achieving its desired outcomes as outlined in the theory of change. While the target of reaching 4,500 primary beneficiaries was not met, with only 3,473 women and girls reached over three years, the project did achieve positive outcomes in emotional resilience among participants. In Year 3, 90.63% of women survey respondents reported improvements in emotional resilience, consistent with 91.09% of women reporting better stress and emotion management. However, the impact on financial resilience was less pronounced, with only 19.23% of respondents reporting improvements, indicating a limited impact in this area. Additionally, there were significant gaps in the project's monitoring and evaluation processes, particularly in Years 1 and 2, which affected the reliability of the reported outcomes. The project's

shortcomings in financial resilience and M&E underscore the need for stronger data collection and reporting mechanisms in future initiatives. While the project successfully enhanced emotional resilience and provided valuable training, it fell short in achieving its full potential, particularly in financial resilience and overall outreach.

Project Efficiency

This section assesses how effectively the project utilized resources, such as time, money, and effort, to achieve its intended outcomes.

- **Cost-Effectiveness:** The project maintained a delivery rate close to 100% for both project and management costs, though budget reallocations were necessary in Year 1 and Year 2 to address imbalances.
 - **Time Management:** While the project adhered to its overall timeline, some activities were delayed due to shifts from Year 1 to Year 2 and logistical challenges. These adjustments were managed in consultation with the UN Trust Fund.
 - **Resource Allocation:** The project efficiently managed resource allocation, adhering to budgets while making strategic adjustments to stay within financial limits. The use of local resources and adherence to ethical standards further supported the project's effectiveness.
- Financial Management:** The project maintained transparency in financial management, consistently updating donors on budget adjustments and making effective use of local resources. Challenges included budget constraints and the need for improved financial planning, as well as the absence of a robust tracking system.

Areas for Improvement

The project's efficiency revealed several areas for improvement:

- **Indicator Precision:** Broad indicators lacked specificity, making outcome assessment difficult and potentially leading to inefficient resource use.
- **Ambitious Targets:** Overly ambitious participation targets sometimes ignored cultural and logistical barriers, risking inefficient resource allocation.
- **Financial Management:** Budget constraints led to challenges in funding certain activities and required reallocations. Improved budget planning by Year 3 addressed some issues, but early gaps highlighted the need for better initial planning.
- **Logistical Issues:** Procuring materials, especially for PSS activities, was challenging due to inadequate budgeting and difficulties with vendors, emphasizing the need for more thorough initial planning.
- **Tracking System:** The lack of a robust system to track participants' previous training led to potential duplication, indicating the need for improved resource management.

Project's Impact

This section evaluates the project's short- and long-term intended and unintended impacts.

- **Reduction in Gender-Based Violence (GBV)**

The project contributed to a notable reduction in GBV among participants, with 46.44% of surveyed women reporting a decrease in violence in their community. The GBVAP seminars were instrumental in raising awareness and equipping women with practical ways to defend themselves against abuse.

- **Increased Reporting and Advocacy Against GBV**

The project empowered women to take proactive steps in reporting and addressing GBV incidents, with 15.48% of surveyed women reporting GBV incidents. Additionally, 62.54% of women provided support to other women, fostering a supportive community network.

- **Enhanced Leadership Skills**

The "Leadership in Action" program significantly enhanced women's leadership skills, enabling them to advocate for women's and children's rights and lead community projects with 57.1% of participants reporting improved leadership skills and successful community initiatives.

- **Community Engagement and Cultural Change**

The project fostered community engagement, with participants actively contributing to initiatives addressing local issues. This involvement promoted a stronger sense of community and supported broader social change.

- **Improved Social Connections and Enhanced Community Support**

The project strengthened social connections and support systems, with 31.89% of surveyed women reporting increased support from family and neighbors.

Unintended Positive Impacts

- **Shift in Gender Roles**

The project contributed to evolving perceptions of gender roles, with men demonstrating greater support for women's participation in the workforce and household responsibilities.

Unintended Negative Impacts

- **Household Tensions and Resistance to Change:** The project's efforts to empower women and promote gender equality led to tensions in some households, with some men feeling threatened by the shift in traditional family dynamics.
- **Psychological Stress and Misinterpretation of Gender Roles** The introduction of new gender equality concepts caused psychological stress for some participants, highlighting the challenges of shifting societal norms.

Sustainability

The project's sustainability is anchored in infrastructure investments, continuous training, and ongoing support:

- **Help Desk:** This vital service for women's empowerment and GBV prevention continues to operate, supported by diverse funding sources.
- **Training and Capacity Building:** Ongoing training for staff and volunteers ensures the project's impact endures beyond its initial phase.
- **Reusable Materials:** Developed resources for GBV and leadership programs can be reused in future initiatives, enhancing long-term impact.
- **PSS Infrastructure:** The yoga room supports ongoing psychosocial activities, contributing to sustained benefits.
- **Livelihood Programs:** Skills training in areas like sewing and embroidery help participants start businesses, fostering economic resilience.
- **Community Collaboration:** Partnerships with local organizations ensure continued support and service referrals after the project ends.

However, long-term sustainability remains dependent on securing stable funding and maintaining ongoing participant engagement.

Knowledge Generation

The project has generated valuable knowledge and practices in the field of ending violence against women and promoting gender equality:

- **Community-Driven Initiatives:** The "Leadership in Action" program empowered women with leadership skills, enabling them to actively address gender-based violence (GBV) in their communities.
- **Integrated Support Systems:** The establishment of a Help Desk providing comprehensive services for GBV survivors is a notable innovation, ensuring timely support.
- **Adaptive Financial Management:** The project demonstrated flexibility in resource allocation, adapting to community needs and ensuring sustained impact.
- **Knowledge Sharing:** Participants actively shared knowledge on GBV prevention and women's rights with their communities, extending the project's impact. However, there was a gap in formal knowledge-sharing with other organizations, highlighting the need for structured dissemination of best practices.

To maximize the impact of the knowledge generated, the project should focus on formalizing knowledge-sharing events, collaborating with other NGOs, and utilizing online platforms for broader dissemination.

Gender Equality and Human Rights

The project effectively integrated gender equality and human rights into its activities:

- **Awareness and Integration:** Training sessions combined theoretical knowledge with practical exercises, such as psychosocial support sessions, to reinforce gender equality and human rights principles among participants.
- **Involvement of Men:** The project engaged men in GBV prevention, promoting supportive behaviors and shared responsibilities between genders.
- **Practical Support:** The provision of a kindergarten enabled women to participate fully in project activities, addressing a common barrier to their involvement.
- **Challenges:** Despite successes, the project faced challenges in fully accommodating persons with disabilities (PWDs) due to limited accessibility and lack of inclusive facilities.
- **Monitoring and Evaluation:** Gender-sensitive approaches were used to gather feedback, ensuring women's perspectives were integral to the project's evaluation and improvement.

Future projects should focus on improving inclusivity for PWDs and ensuring consistent protocols for handling special cases like GBV and gender identity issues.

The project advanced gender equality and empowered women by providing essential knowledge and fostering community support. It effectively addressed key areas like psychological support and vocational training. However, challenges in data collection, financial stability, and inclusivity, particularly for persons with disabilities, limited its overall impact. Efficient resource management laid a foundation for sustainability, but future success will depend on continued funding and addressing these gaps.

Conclusion

Relevance: The project's activities were highly relevant to the needs of the participants, particularly in addressing gaps in knowledge around gender, rights, and empowerment. The comprehensive approach, including psychological support and vocational training, was well-received, though there were noted gaps in addressing specific employment rights and financial security issues, indicating areas for further development.

Effectiveness: The project partially achieved its intended goals, with significant successes in improving participants' knowledge, confidence, and community engagement. However, challenges in monitoring and evaluation, particularly due to limited survey data, hindered a comprehensive assessment of the project's impact. Despite these challenges, the project effectively empowered women and fostered a supportive community environment, though future efforts should focus on improving data accuracy and addressing barriers to participation.

Efficiency: The project demonstrated strong cost-effectiveness and time efficiency, effectively utilizing resources and adhering to timelines despite challenges such as activity delays and budget reallocations. While the project managed to maintain alignment between expenditures and planned budgets, there is a need for improved initial budgeting, better-targeted resource allocation, and a robust tracking system to optimize future interventions.

Sustainability: The sustainability of the project's outcomes is supported by a strong belief among participants that positive changes will continue. Key strategies, such as the establishment of a Help Desk and ongoing training for staff, have created a supportive ecosystem for sustained services. However, the long-term success of these initiatives is heavily dependent on securing continuous funding.

Impact: The project successfully contributed to positive changes in the targeted community, particularly in reducing GBV, promoting gender equality, and empowering women. While there were notable successes in areas such as leadership development and community engagement, the impact on financial resilience varied among participants, highlighting the need for more targeted economic empowerment strategies. Additionally, the project led to positive shifts in gender roles, though it also caused some unintended household tensions and psychological stress.

Knowledge Generation: The knowledge-sharing component of the project has considerable potential for promoting best practices and fostering a culture of learning. However, there is a clear need for a more structured approach to disseminating the project's valuable insights and methodologies to ensure wider accessibility and adaptability.

Gender Equality and Human Rights: The project successfully integrated gender equality and human rights into its training and activities, leading to increased awareness among participants about their rights and the importance of equality. Despite these successes, challenges in fully accommodating PWDs indicate areas where further improvement is needed to promote inclusivity.



Recommendations

Overall Recommendations

To ensure the sustainability and effectiveness of the project, below are provided recommendations:

Relevance

- **Continuously Assess and Adapt Project Activities:** Regularly update activities to align with the evolving needs and priorities of women and girls.
- **Scale Up Successful Interventions:** Expand reach to a broader population of GBV survivors.
- **Relevant Stakeholders:** CRP Management Team, Partner CSOs, INGOs

Effectiveness

- **Enhance Coordination and Logistical Planning:** Establish a dedicated coordination focal point within CRP, implement a centralized scheduling system, and offer transportation stipends or coordinate group transport options.
- **Improve Coordination Among CSOs:** Develop a collaborative framework with other CSOs to align program content and schedules.
- **Establish Formal Protocols for Safe Intervention in GBV Cases:** Develop clear guidelines for community members to support victims safely.
- **Extend Help desk Hours:** Accommodate more beneficiaries, particularly during peak times.
- **Implement a Beneficiary Tracking System:** Monitor beneficiaries' participation in courses and services.
- **Enhance Communication and Follow-Up Procedures:** Improve channels and processes for consistent updates to beneficiaries.
- **Strengthen Training for Help desk Staff:** Focus on customer service, effective communication, and case management.
- **Increase Digital Outreach and Accessibility:** Expand digital outreach efforts, including a user-friendly website or mobile app.
- **Expand and Diversify PSS Programs:** Include more frequent sessions and a broader range of topics.
- **Expand Business Skill Development Programs:** Include advanced modules on marketing, sales, and customer service.
- **Strengthen Financial Literacy Training:** Offer specialized courses on budgeting, saving, and investing for women participants in the livelihood programs.
- **Relevant Stakeholders:** CRP Management Team, Help desk Team, Donors, Local CSOs

Efficiency

- **Strategic Budget Management:** Enhance budget planning and allocation.
- **Systematic Follow-Up:** Establish mechanisms to monitor and sustain the long-term impact of training and programs.
- **Distribution of Protocols:** Ensure all staff and volunteers are trained and aware of protocols for handling special cases.



- **Community Trust and Engagement:** Deepen engagement and expand outreach to underrepresented groups.
- **Relevant Stakeholders:** CRP Management Team, Financial Department, Help desk, Volunteers, Community Engagement Team

Sustainability

- **Develop a Long-Term Operational Plan:** Ensure the continuous operation of the Help desk.
- **Continue and Expand Training Programs:** Maintain high service quality and address emerging community needs.
- **Design Comprehensive Support Programs:** Provide financial aid, vocational tools, and mentorship for long-term economic benefits.
- **Relevant Stakeholders:** CRP Management Team, Donors, Partner CSOs, Livelihood Programs Management Team

Impact

- **Establish Support Networks and Peer Groups:** Enhance collective action and support among women in reporting GBV cases.
- **Strengthen the "Leadership in Action" Program:** Incorporate more practical leadership experiences and mentorship opportunities.
- **Create Follow-Up Programs for Graduates:** Ensure sustained application of skills and knowledge.
- **Facilitate Dialogue Sessions:** Address concerns about changing gender roles and promote mutual understanding.
- **Improve Help desk Efficiency:** Increase staffing and resources for prompt management of inquiries and referrals.
- **Relevant Stakeholders:** CRP, Community Leaders, Training Coordinators, Local Leaders, Help desk Management

Knowledge Generation

- **Develop and Distribute Comprehensive Training Materials:** Establish formal knowledge-sharing protocols, including workshops and conferences.
- **Utilize Digital Platforms:** Provide webinars, e-learning modules, and digital libraries, and encourage community-based knowledge sharing.
- **Relevant Stakeholders:** CRP Management Team

Gender Equality and Human Rights

- **Integrate Discussions into All Project Activities:** Ensure practical applications reinforce these principles and encourage equal participation.
- **Continue Providing Training and Workshops:** Promote gender equality and respect for human rights, tailored to different groups' needs.
- **Relevant Stakeholders:** CRP Management Team, Partner CSOs



INTRODUCTION & PROJECT BACKGROUND

Context of the project

The landscape of GBV in Jordan presents a complex challenge particularly affecting vulnerable Jordanian communities and Syrian refugees. The issue is rooted in gender disparities that emerge from distinct societal roles, responsibilities, and vulnerabilities that men and women face across various life stages. These disparities are exacerbated by cultural norms, economic barriers, and legal frameworks that foster an environment where GBV can persist and flourish. GBV remains a critical issue affecting women's safety and rights.¹

The United Nations Entity for Gender Equality and the Empowerment of Women (UN Women) Global Database reveals that 19% of Jordanian women have experienced physical and/or sexual violence from mild to severe physical harm, often perpetrated within domestic environments, including sexual assault from an intimate partner in their lifetime. Impacts: a staggering 88% of GBV cases reported in 2019 were perpetrated by intimate partners such as emotional and psychological violence, which includes verbal abuse and intimidation with significant mental health impacts; economic violence, where women are deprived of financial autonomy and resources; honor-related violence, driven by perceptions of dishonor within families; and cyber violence, an emerging concern due to increased internet use, involving online harassment and cyberstalking.² Furthermore, studies showed that over 25% of Jordanian married women experience partner violence. Societal attitudes in Jordan often justify domestic violence. These societal attitudes create a permissive environment for violence, which is crucial for understanding the baseline conditions against which the project's impact is measured. These figures highlight the urgent need for intervention, considering they only represent incidents where victims sought and received assistance. The underreporting of GBV due to its sensitive nature, compounded by societal norms, gender inequality, educational disparities, and cultural stigmas, means many cases remain hidden.³

The issue becomes more significant for the refugee population as their refugee status further increases their vulnerability. In 2013, UN Women reported that 80% of Jordan's Syrian refugee population is vulnerable to an increased risk of sexual, physical, and psychological abuse, yet have limited opportunities to access safe spaces or social services.⁴ Moreover, according to the United Nations Population Fund (UNFPA) Jordan GBVIMS 2021 report, Syrian refugees represent the majority of survivors seeking assistance for GBV, accounting for 66% of cases compared to Jordanian nationals constituting 27.4%, and the remaining 6.5% coming from other nationalities, mainly Iraqis, Yemenis, and Sudanese. It is also noteworthy that women and girls make up just over half of the refugee population, at 50.3%.⁵

¹ Arab Renaissance for Democracy and Development. (2023). Policy memo. At the Center: Towards a Gender-Sensitive Agenda for Social Protection in Jordan. Available at: <http://rb.gy/9iu4vn>

² PLAN International. (2020). COVID-19 and Gender-Based-Violence in Jordan. Daring to ask, list and act: a snapshot of the impacts of Covid-19 on women and girls' rights and sexual and reproductive health. p.18. Available at: <https://bit.ly/3gsBuWl>.

³ Kheirallah, K. A., et.al. (2023). Domestic violence against women in Jordan: analysis of the demographic and health survey dataset 2017-2018. *Journal of medicine and life*, 16(8), 1264–1273. Available at: <https://doi.org/10.25122/jml-2023-0111>

⁴ United Nations Women (UN Women). (2013). GBV-CP AMONG SYRIAN REFUGEES IN JORDAN, WITH A FOCUS ON EARLY MARRIAGE. UN Women. Retrieved: <http://rb.gy/bukyw1>

⁵ UNFPA Jordan. (2021). Jordan GBV IMS Task Force Annual Report 2021. UNFPA. Available at: <http://rb.gy/yx67ys>



During the Coronavirus Disease 2019 (COVID-19) pandemic, domestic violence against women and girls (VAW/G) increased while access to GBV services decreased in Jordan. Economic and social factors exacerbated by the pandemic contributed to this rise. While the Jordanian government, the Ministry of Social Development, and UNFPA have made significant efforts to strengthen national capacity to provide services for the prevention and response to GBV, protection and advocacy for women, and support for both Jordanian and refugee communities, these services are often seen as inadequate, as many individuals are unaware of their existence. Moreover, cultural and contextual factors in Jordan lead to underreporting of GBV incidents, with many affected women preferring to seek help from family or religious officials or choosing silence, rather than reporting to service providers or law enforcement. This behavior indicates a significant trust gap between the community, law enforcement, and GBV victims.⁶

The project targets urban refugee communities in Amman, which include refugees and migrants from Iraq, Syria, Sudan, Somalia, and Yemen, as well as Jordanian and Palestinian host communities. This diverse demographic landscape presents unique challenges and opportunities. Refugee women and girls face additional risks and stressors, such as discrimination, lack of economic opportunities, and limited access to GBV services. The "Jordan GBV and COVID Gap Analysis 2020-21" identified gaps in existing Sexual and Gender-Based Violence (SGBV) response networks, including the need for behavioral change approaches, improved outreach to refugee communities, better dissemination of information about available health services, cash assistance for at-risk women, and expanded economic empowerment activities.⁷

This context in Jordan influences the utility and accuracy of evaluation. Cultural norms and societal attitudes towards gender roles are pivotal in tailoring data collection methods to be culturally sensitive, ensuring that respondents feel safe and understood when sharing their experiences. Social attitudes towards GBV can also impact reporting rates, necessitating the evaluation to consider underreporting and societal stigma in its analysis. This understanding allows for a more nuanced interpretation of data, helping to identify hidden trends and needs that might not be immediately visible.⁸

The diverse demographic context characterized by a refugee and migrant population alongside Jordanian and Palestinian host communities necessitates a tailored approach to data collection to accurately capture the varied experiences and needs of different groups. The evaluation must consider factors such as age, gender, socioeconomic status, and refugee status, which affect vulnerability to GBV and access to services.

Description of the project

The Collateral Repair Project (CRP) is a Non-Profit Organization (NGO) dedicated to supporting urban refugee communities in Amman, Jordan, since 2006. Through two community centers, CRP annually engages with approximately 6,500 families, comprising refugees and migrants from various countries such as Iraq, Syria, Sudan, Somalia, and Yemen, as well as the Jordanian and Palestinian host

⁶ UN Women. (2013). GBV-CP AMONG SYRIAN REFUGEES IN JORDAN, WITH A FOCUS ON EARLY MARRIAGE. UN Women. Retrieved: <http://rb.gy/bukyw1>

⁷ UNHCR, UNFPA (2020). SGBV WG Gap analysis 2020. UNHCR. Retrieved: <https://data.unhcr.org/en/documents/details/78683>

⁸ USAID. (2020). FINAL REPORT USAID/JORDAN GENDER ANALYSIS AND ASSESSMENT. USAID. Retrieved: <https://bit.ly/3XblEoL>

communities. Their approach is community-based and trauma-sensitive, involving regular consultations with community leaders to ensure effective program management and identify new initiatives to address community needs.

Funded by the UN Trust Fund to End Violence Against Women (UN Trust Fund), CRP's project "Women Empowerment & Gender-Based Violence Prevention in Urban Amman" aimed to protect vulnerable women and girls from refugee and host communities, particularly affected by domestic violence exacerbated by the COVID-19 pandemic. The project sought to upscale proven social, economic, and livelihood interventions to address pandemic-driven structural issues contributing to domestic violence. By May 31, 2024, CRP directly benefited 3482 vulnerable women and girls, primarily refugees, through support at individual, family, and community levels and 1731 secondary beneficiaries. The UN Trust Fund funded project duration spanned three years, from June 1, 2021, to May 31, 2024.

Organization	CRP
Project title	Women Empowerment & Gender Based Violence Prevention in Urban Amman
Project duration	3 years (1 June 2021 - 31 May 2024)
Budget and expenditure	\$761,000
Geographical areas	Amman, Jordan Hashmi Shamali, Downtown
Specific forms of violence addressed by the project	The project sought to address the problem of VAW/G by providing training for women and men to raise awareness about family violence, gender-based violence, and social and economic inequity between the genders. This grant enabled CRP to launch a Help desk to expand the capacity to respond to VAW/G not only through CRP's internal programs but also with better referrals and improved linkages to specialized organizations that provide psychological, legal, and medical support when needed.
Main objectives of the project	Women and girls who are more vulnerable to GBV as a result of the COVID-19 pandemic are now safer and have improved well-being due to individual, family, and community support. This support promotes positive behavior change and coping mechanisms, improves access to financial support and livelihood opportunities, and increases access to information, assistance, and support.
Key assumptions of the project	The targeted women and girls are excluded from economic opportunities and social support, and they are often unaware of the GBV and health services available to them locally from the government and NGO sector. A three-tiered approach that combines economic assistance, trauma relief, and community engagement can lead to increased resilience among the targeted women and girls. Through interactive training seminars on GBV awareness and prevention, women's empowerment, and leadership training, as well as community initiatives, women and men will become more aware of GBV and feel

	<p>empowered to take action to prevent it within their families and the wider community. Provision of Psychosocial Support (PSS), targeted economic assistance, and livelihoods training will help women and girls become more economically and emotionally resilient, reducing their dependence on negative coping strategies.</p> <p>If CRP enhances its Help desk, referrals, and data collection capacities, the organization will develop an increased capacity to respond to community needs and specifically prevent VAW/G.</p>
Description of targeted primary and secondary beneficiaries	<p>Primary beneficiaries (4,500) planned; actual 3,482</p> <p>Female refugees/Internally displaced/asylum seekers: 2,585 planned; 2,901 actual</p> <p>Women and girls in general: 1,500 planned; 578 actual</p> <p>Women/girls survivors of violence Number: 415 planned; 3 actual</p> <p>Characteristics of primary beneficiaries</p> <p>Age: 20 to 60 and above</p> <p>Setting: Urban</p> <p>Secondary beneficiaries (2,400) planned; 1731 actual</p> <p>Members of civil society organizations (CSO) (including NGOs): 200 planned, 27 actual</p> <p>Members of community-based groups/members: 200 planned, 289 actual</p> <p>Men and/or boys: 2000 planned;1415 actual</p>
Key implementing partners and stakeholders	<p>UN Women, CRP</p>

Strategy and Theory of Change/ Results Chain

Outcome 1: Community members are able and empowered to take action to prevent GBV within their own families and in the wider community.	Output 1.1: 270 community members successfully completed the GBVAP and Women's Empowerment seminars in the community.	Activity 1.1.1: GBVAP Seminars (30 Hours seminar study).
		Activity 1.1.2: Women's Empowerment Seminars (9 hours seminar study).
		Activity 1.1.3: Initial ToT with staff & community trainers based on CRP curriculum emphasize engaging teaching style & online teaching preparedness.
		Activity 1.1.4: Refresher TOT's for staff & new community trainers.
	Output 1.2: 100 community members successfully completed the Leadership in Action seminars in the community.	Activity 1.2.1: Leadership in Action Seminars.
		Activity 1.2.2: Review and development of Leadership in Action curriculum.
		Activity 1.2.3: ToT for Leadership in Action Trainers.
	Output 1.3: 20 projects to promote women's rights and address GBV-related issues of local concern are implemented by 100 community members.	Activity 1.3.1: Leadership in Action practicum; project design and implementation.
	Outcome 2: Vulnerable women from the refugee and host community become more emotionally and financially resilient.	Output 2.1: 60 female headed households (each family approximately 3 individuals = 180 individuals total) have access to financial assistance on a monthly or bi-monthly basis
Output 2.2: At least 200 refugee and vulnerable host community women successfully participated in livelihoods training programs or revenue-generating enterprises.		Activity 2.2.1: Vulnerable Women & FHH take part in livelihoods training or social enterprise activities.
Output 2.3: At least 200 refugee and vulnerable host community women successfully participated in psychosocial support programming.		Activity 2.3.1: vulnerable women and FHH take part in PSS program.
Outcome 3: Community members improve their help-seeking behavior.	Output 3.1: At least 380 beneficiaries are served by the Help Desk program through internal program registration (i.e. registration in education, vocational training, basic needs assistance, and PSS services).	Activity 3.1.1: Develop Helpdesk infrastructure and data collection capacity initially in Hashemi.
		Activity 3.1.2: Staff training in Helpdesk SOPs and processes for data collection. Staff training in safe referrals and support for GBV survivors.
		Activity 3.1.3: Helpdesk supports community members in person and online in Hashemi center.
		Activity 3.1.4: Helpdesk operational in Downtown Amman.
	Output 3.2: At least 100 referrals for women and girls for GBV prevention and other social or health services and support at CRP or at government and counterpart organizations.	Activity 3.2.1: Help Desk develop capacity to give and accept referrals

Purpose of the evaluation

The evaluation aimed to assess the effectiveness and impact of interventions supporting women and girls more vulnerable to GBV due to the COVID-19 pandemic. Specifically, it aimed to determine the extent to which initiatives providing individual, family, and community support contributed to enhancing safety and increasing well-being among the primary beneficiaries. Additionally, the evaluation sought to gauge the success of programs in fostering positive behavior change, improving access to financial support and livelihood opportunities, and increasing access to information, assistance, and support services. The purpose was to assess the outcomes achieved and identify lessons learned and recommendations for future programming.

The evaluation results were intended to guide ongoing project activities and inform future program planning and development efforts. CRP and its stakeholders would use the findings to guide decision-making and institutional improvements in the following areas:

1. **Program Enhancement:** Adjustments and improvements would be made to current interventions to maximize effectiveness and impact.
2. **Resource Allocation:** Funding would be directed towards strategies and activities that have proven effective in promoting safety, well-being, and resilience among vulnerable women and girls.
3. **Policy Formulation:** Evaluation results would inform the development of policies and guidelines aimed at addressing GBV and supporting vulnerable populations during emergencies like the COVID-19 pandemic.
4. **Advocacy Initiatives:** Stakeholders would use evaluation findings to advocate for increased attention and resources to address the needs of women and girls affected by GBV, both within the project context and more broadly in humanitarian and development efforts.

Ultimately, this evaluation functioned as a pivotal tool for learning, accountability, and evidence-based decision-making, contributing significantly to the enhanced safety, well-being, and resilience of women and girls in the face of adversities associated with the COVID-19 pandemic.

Evaluation objectives and scope

The primary objectives and scope of the evaluation are:

1. Evaluate the entire project against the effectiveness, relevance, efficiency, sustainability, knowledge generation and impact criteria, and cross-cutting gender equality and human rights criteria.
2. Identify key lessons learned and promising or emerging good practices in ending violence against women and girls (EVAW/G) for learning purposes.
3. Assess the effectiveness of programs intended to protect girls and women from GBV as a result of the COVID-19 pandemic.

The evaluation comprehensively assessed the project over its entire 36-month duration from June 1, 2021, to May 31, 2024. The assessment geographically encompassed activities conducted within the

CRP centers in Downtown Amman and Hashmi Shamali, focusing on women identified as particularly vulnerable to GBV during the COVID-19 pandemic. It targeted both primary and secondary beneficiaries—4,500 primary and 2,400 secondary beneficiaries, respectively.

The evaluation adopted a gender-responsive and equitable approach, critically analyzing how interventions targeted at individual, family, and community levels fostered behavior change, improved access to financial resources and livelihood opportunities, and increased the availability of information and support services. Additionally, it examined the interplay of factors like gender, age, and socioeconomic status to deepen the understanding of their combined effects on vulnerability to GBV and access to necessary resources.

Evaluation Team

The evaluation team comprised the following highly qualified professionals with extensive experience in the development sector, ensuring a comprehensive and effective evaluation process:

Mai Eleimat – Lead Consultant: Mai is the Founder and Chief executive officer (CEO) of Edmaaj with over 20 years of experience in the development sector. She specializes in Monitoring and Evaluation (M&E), gender, citizen engagement, and strategic design. Mai holds a degree in Major Programme Management from the University of Oxford and is an International Labour Organization (ILO)-certified gender auditor and M&E expert. She has worked with government bodies, donors, and NGOs, and is a member of several expert advisory councils.

Maram Eleimat – Project Manager: Maram has over a decade of experience in the development sector, focusing on M&E, gender mainstreaming, and civic engagement. She holds a master's degree in mathematics and is an ILO-certified Gender Auditor and M&E Expert. As the Managing Partner and Head of Delivery at Edmaaj, Maram has led multiple evaluations and research projects across various sectors.

Dana Marei – Lead Data Collection: Dana is the Head of Data Collection at Edmaaj and is responsible for coordinating data collection efforts. She ensures effective communication with participants and manages logistics for data acquisition. Dana holds a certificate in Planning for M&E from Philanthropy University and has significant experience in executing Key Informant Interviews (KIIs), Focus Group Discussions (FGDs), and surveys.

Sara Daradkeh – Researcher: Sara is a dedicated researcher at Edmaaj, strongly focusing on ethical and accurate research practices. She assists in the preliminary analysis of evaluation data, including data cleaning, coding, and preparing comprehensive tables of survey results. Sara is skilled in various research methodologies and is committed to maintaining the highest standards of ethical research practices. Her meticulous attention to detail ensures the accuracy and integrity of the data collected. Sara's contributions are critical to the evaluation team's success, providing robust and reliable data for thorough and insightful analysis.

Table (1) below, outlines the specific roles and responsibilities of each team member, highlighting their unique contributions to the successful execution of the evaluation.

Table (1): Roles and Responsibilities

Team Member	Roles	Responsibilities
Mai Eleimat	Lead Consultant	<ul style="list-style-type: none"> ▪ Develop the design of the methodology and data collection tools. ▪ Provide guidance over the data collection and preliminary data analysis. ▪ Drafting of the final Evaluation Report.
Maram Eleimat	Project Manager	<ul style="list-style-type: none"> ▪ Lead the project follow-up and coordination with the client. ▪ Conduct the interviews with the respondents. ▪ Prepare the draft preliminary analysis and results. ▪ Contribute to the final evaluation report. ▪ Provide support to the data collection unit.
Dana Marei	Lead Data Collection	<ul style="list-style-type: none"> ▪ Lead the coordination of the data collection process including identification and communication with respondents. ▪ Set the time/location of the data collection. ▪ Coordinate with the researcher to conduct the KIIs. ▪ Transcribe the KIIs/FGDs. ▪ Provide the raw data of the survey for the Project Manager.
Sara Daradkeh	Researcher	<ul style="list-style-type: none"> ▪ Assist in the process of preliminary analysis of the results, including data cleaning, coding, and preparing tables of the survey results.

The evaluation team adhered to a structured work plan with clearly defined timelines and deliverables. The inception phase, spanning from April 30 to June 5, 2024, included several critical activities such as a kick-off meeting, gathering available program documents, conducting a desk review of key materials, and finalizing the evaluation design and methodology. The data collection phase, conducted over 13 days from June 4 to June 28, 2024, involved training enumerators, preparing for data collection activities, and executing the data collection through field visits, interviews, and questionnaires. This phase was essential for gathering comprehensive data to inform the evaluation. Lastly, the analysis and reporting phase, which lasted 21 days from June 28 to July 25, focused on analyzing and interpreting the collected data, preparing a draft report, and detailing the key findings and recommendations. This phase culminated in a thorough evaluation of the project's impact, providing valuable insights and conclusions.

Evaluation Questions

The evaluation questions and criteria were developed based on the Terms of Reference (ToR) and shared with the project team during the project's inception phase. After approval, the project team ensured their use during data collection. The table below provides the evaluation questions' final version and their corresponding criteria.

Table (2): Evaluation Questions

Evaluation Criteria	Evaluation Questions
<p>Effectiveness: A measure of the extent to which a project attains its objectives / results (as set out in the project document and results framework) in accordance with the theory of change.</p>	<ol style="list-style-type: none"> 1. To what extent were the intended project goal, outcomes and outputs (project results) achieved and how? 2. How well have the interventions aligned with the project's objectives and results framework, and to what degree have they achieved the desired outcomes as outlined in the theory of change?
<p>Relevance: The extent to which the project is suited to the priorities and policies of the target group and the context.</p>	<ol style="list-style-type: none"> 3. To what extent do the achieved results (project goal, outcomes and outputs) continue to be relevant to the needs of women and girls? 4. To what extent were the interventions aligned with the priorities and contextual factors of the target population?
<p>Efficiency: Measures the outputs - qualitative and quantitative - in relation to the inputs. It is an economic term which refers to whether the project was delivered cost effectively.</p>	<ol style="list-style-type: none"> 5. To what extent was the project efficiently and cost-effectively implemented?
<p>Sustainability: Sustainability is concerned with measuring whether the benefits of a project are likely to continue after the project/funding ends.</p>	<ol style="list-style-type: none"> 6. To what extent will the achieved results, especially any positive changes in the lives of women and girls (project goal level), be sustained after this project ends?
<p>Impact: Assesses the changes that can be attributed to a particular project relating specifically to higher-level impact (both intended and unintended).</p>	<ol style="list-style-type: none"> 7. To what extent has the project contributed to ending violence against women, gender equality and/or women's empowerment (both intended and unintended impact)? 8. What measurable enhancements in wellbeing and safety have been noted among women and girls who have benefited from the support interventions? 9. Where there any unintended negative impact of the project on the beneficiaries?
<p>Knowledge generation: Assesses whether there are any promising practices that can be shared with other practitioners.</p>	<ol style="list-style-type: none"> 10. To what extent has the project generated knowledge, promising or emerging practices in the field of EAW/G that should be documented and shared with other practitioners? 11. How can these unique strategies be effectively shared with other practitioners?

Gender Equality and Human Rights	12. Cross-cutting criteria: the evaluation should consider the extent to which human rights based and gender responsive approaches have been incorporated through-out the project and to what extent.
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The evaluation employed the Organization for Economic Cooperation and Development -Development Assistance Committee (OECD-DAC) criteria to thoroughly assess the project's performance and outcomes:

Effectiveness: The evaluation measured the extent to which the project achieved its objectives and results as outlined in the project document and results framework. It examined how well the interventions aligned with the project's objectives and the degree to which the desired outcomes, as described in the theory of change, were realized.

Relevance: The evaluation assessed how well the project aligned with the priorities and needs of the target group and the contextual factors. It evaluated whether the achieved results continued to be relevant to the needs of women and girls and how effectively the interventions addressed the priorities of the target population.

Efficiency: The project's efficiency was measured by comparing the outputs—both qualitative and quantitative—to the inputs. The evaluation considered whether the project was implemented cost-effectively, focusing on the economic use of resources and the overall delivery process.

Sustainability: The evaluation investigated the likelihood that the benefits of the project would continue after the project and its funding ended. It assessed the extent to which the positive changes, especially those in the lives of women and girls, would be sustained over time.

Impact: The evaluation examined the changes attributable to the project, focusing on both intended and unintended impacts. It evaluated the project's contribution to ending violence against women, promoting gender equality, and empowering women. Additionally, it assessed measurable improvements in the wellbeing and safety of beneficiaries and identified any unintended negative impacts.

Knowledge Generation: The evaluation assessed whether the project generated knowledge and promising practices that could be shared with other practitioners. It considered how effectively these strategies and practices could be disseminated to enhance efforts in EAW/G.

Gender Equality and Human Rights: This cross-cutting criterion evaluated the extent to which human rights-based and gender-responsive approaches were incorporated throughout the project. It assessed the project's commitment to these principles and the degree to which they were integrated into the design and implementation of the interventions.



EVALUATION METHODOLOGY

The evaluation was conducted using a post-test only without comparison group design. This approach was selected to assess the impact and outcomes of the project interventions on the target population after the implementation period. The design involved collecting data solely after the project activities were completed, focusing on capturing the changes and effects attributed to the interventions provided. The evaluation was based on the OECD-DAC Criteria, focusing on Effectiveness, Relevance, Efficiency, Sustainability, Impact, Knowledge, and Gender Equality and Human Rights.

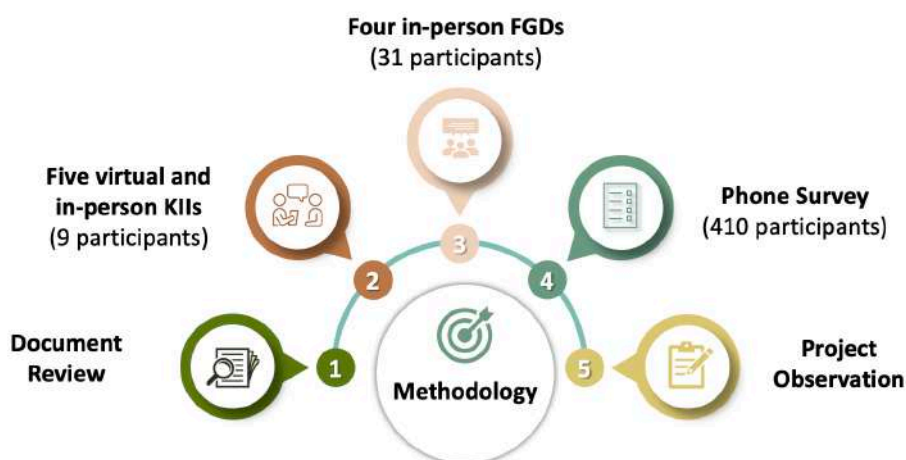
The evaluation utilized a variety of data sources to ensure a comprehensive assessment of the project's impact and effectiveness. KIIs were conducted with project staff to gather detailed insights into the implementation process and challenges encountered. Phone surveys were administered to collect quantitative data from the primary beneficiaries, including female refugees, internally displaced persons, asylum seekers, women and girls in general, and women and girls who are survivors of violence. The primary beneficiaries ranged in age from 20 to over 60 and were located in urban settings. FGDs were held with primary beneficiaries, CSOs, community members, and specifically with men and boys, to capture diverse perspectives on the project's outcomes. Field visits were conducted to observe the project activities and their impact firsthand. Additionally, a thorough document review was undertaken, including the pre- and post-Monitoring, Evaluation, and Learning (MEL) assessments of individual activities, to evaluate the project's performance against its objectives.



Data Collection

The evaluation study employed a comprehensive approach involving both primary and secondary sources, leveraging qualitative and quantitative data collection methods. These methods included document review, project observation, five KIIs, four FGDs, and one phone survey. These instruments were carefully crafted to gather valuable insights from relevant key stakeholders involved in the program, including project team members, donors, and primary beneficiaries. The question guides for the instruments are provided in Annex (2).

Figure (1): Data Collection Methods Conducted During the Period June 4 to June 28, 2024



The data collection activities included:

- **Document Review:** A document review was conducted to examine materials provided by CRP, including program documents, project databases, proposals, progress and annual reports, project results chains, existing program documents such as attendance records and training curriculum, pre- and post- MEL assessments of individual activities, and other relevant documents. The list of reviewed documents is provided in Annex (3). This comprehensive review aimed to thoroughly understand the assignment's objectives, strategies, and operational methodologies and contributed significantly to the evaluation report's findings.
- **Five Virtual and In-person KIIs:** The evaluation study included five KIIs (one virtual and four in-person) with a total of nine participants consisting of various stakeholders. These interviews encompassed representatives from the CRP project team (including the project management team, the technical team, the Help desk focal point, and the field officer) and two portfolio managers at the UN Trust Fund as donor representatives. The KIIs aimed to obtain insights, inform good practices, identify challenges and gaps, and capture each informant category's perspectives and activities. A detailed list of the interview participants is provided in Annex (4), and the KII question guide is included in Annex (2).
- **FGDs:** FGDs were held with both primary beneficiaries and secondary beneficiaries to capture diverse perspectives on the project's outcomes. Four in-person FGDs were conducted, with 31 participants representing the project's primary and secondary beneficiaries. Specifically, one FGD with women as primary beneficiaries was conducted at the Hashemi Shamali Center, and another with men as secondary beneficiaries at the Hashemi Shamali Center. An FGD with women as primary beneficiaries took place at the Downtown Center, and another with members of CSOs and community-based groups as secondary beneficiaries was held at the Downtown Center. These FGDs aimed to gather valuable insights and address the evaluation questions based on the participants' engagement. Participants shared their perspectives on the project's relevance, effectiveness, impact, and sustainability during these discussions. They also identified challenges and brainstormed ideas for learning and improvement. These discussions helped understand the beneficiaries' needs, build consensus, and gather feedback on the project interventions. A list of the FGD participants is provided in Annex (5), and the FGD question guide is included in Annex (2).
- **Phone Surveys:** Edmaaj conducted 410 phone-based surveys with a systematically selected representative sample of beneficiaries actively participating in project activities. The participants, all above 20 years old, were divided into two groups: female refugees and migrants, and Jordanian women and girls. Survivors of violence were excluded from the survey due to the sensitivity of this group, as requested by CRP. Stratified random sampling was used to ensure proper representation of each subgroup. Participants were randomly selected from each group from Hashemi Shamali and Downtown Amman based on their age and involvement in various project activities. Due to response challenges for phone survey participants, most of the provided participants lists by CRP were contacted to ensure participation. Structured questionnaires, designed to assess the project's impact, outcomes, and effectiveness, were

administered by trained enumerators to ensure consistency and reliability in data collection. Efforts were made to reach all targeted beneficiaries, and appropriate measures were taken to ensure informed consent and privacy. The data collected were rigorously analyzed to draw meaningful conclusions and inform future programming decisions. The survey included Likert-scale and multiple-choice questions created on SurveyMonkey for easy navigation. The survey results with beneficiaries are provided in Annex (6).

- **Project Observation:** The evaluation team visited the Leadership in Action event at the Downtown Center, where volunteers opened a safe and recreational space. This field visit was coordinated with the CRP team. Data collected from these visits was documented and reported, providing insights into the implementation of project activities and contributing to the overall evaluation results. The field visit observation checklist is provided in Annex (2), and the results of the field visit checklist are included in Annex (7).



Data Analysis

The data analysis process for the evaluation study was conducted with great care and attention to detail, using a range of qualitative techniques to ensure the reliability and validity of the findings. Qualitative data analysis involved transcribing the data from KIIs and FGDs and analyzing it using coding and thematic analysis through the MAXQDA software. The data was compared and checked for similarities and differences from various sources and methods to produce more robust information for the final evaluation study. The team aimed to provide valuable insights, highlighting critical areas of focus, and providing recommendations for improvement.

Below is a table detailing the sampling methods used in the evaluation study, outlining the stakeholders involved, the sampling approach, and the tools employed.

Table (3): Sampling Approach

Method	Stakeholder	Sampling	Tool
KII	1 In-person KII with KII 1 with the project lead	2 Participants	KII Question Guide
	1 In-person KII with KII 1 with the technical team	2 Participants	
	1 In-person KII with KII 1 with the technical team	2 Participants	
	1 In-person KII with the Help desk focal point	1 Participant	
	1 Virtual KII with the current and former Arab states portfolio managers at the UN Trust Fund	2 Participants	
FGDs	1 FGD with women as primary beneficiaries in Hashemi Shamali Center	9 Participants	FGD Question Guide
	1 FGD with women as primary beneficiaries in Downtown Center	8 Participants	
	1 FGD with men as secondary beneficiaries in Hashemi Shamali Center	10 Participants	
	1 FGD with CSOs and members of community-based groups/members as secondary beneficiaries in Downtown Center	4 Participants	
Phone Survey	For primary beneficiaries totaling 4,500, a sample of 400 respondents yields a margin of error of 5% and a confidence level of 95%.	410 primary beneficiaries were targeted	Questionnaire



Evaluation Ethics and Quality Assurance

Edmaaj’s team worked under established concrete, detailed instructions, guidelines, and steps that were followed closely to ensure that data was collected consistently and accurately. These protocols and procedures were included in its internal research execution policy. The policy focused on the following:

- Research Ethics and Team Training:** Our Research Policy, endorsed by all team members, embodied our core values of integrity, transparency, respect, and accountability. These principles guided our research processes, ensuring fairness, responsibility, and transparency. Our trained researchers adhered to strict ethical standards, including informed consent, gender-sensitive communication, and confidentiality. All staff, including external researchers, had to comply with our Code of Conduct, Non-disclosure Agreement, and Safeguarding policies before conducting fieldwork.



- **Training of Enumerators:** Edmaaj field data collection team and enumerators were all well-trained in interviewing skills, conducting FGDs, administering surveys and ethical guidelines for data collection, ensuring informed consent, as well as cultural and gender sensitivity in communication in the target groups' context. Our data collection team was well-trained on collecting sensitive information and specifically data relating to violence against women and the refugee community. The survey enumerators were provided with a common script to introduce themselves and explain the purpose of the study while respecting the confidentiality of the answers and individuals' identities and ensuring voluntary participation. They also received orientation regarding the survey questions.
- **Safeguarding Confidentiality and Ensuring Informed Consent:** To ensure that informed consent was obtained, and that the confidentiality of individuals consulted during data collection was maintained, several steps were taken. Firstly, participants received clear and detailed information about the purpose, procedures, risks, and benefits of the data collection activities in a language and format that was easily understandable. They were informed of their right to voluntary participation and the option to withdraw at any time without facing consequences. Written consent was obtained from each participant before commencing any data collection activities, outlining the purpose of the collection and how the information would be used, along with assurances of confidentiality. Strict measures were in place to safeguard the confidentiality of collected information, including assigning unique identifiers to participants instead of using their names and limiting access to authorized personnel only. Participants were explicitly informed that their names or identifying information would not be made public or shared with third parties. Ethical guidelines were adhered to throughout the process, and any concerns regarding informed consent or confidentiality were addressed promptly and ethically. This approach aimed to uphold ethical standards, protect participant rights, and maintain the integrity of the research process.
- **Data Collection Guidelines:** Edmaaj's policy outlined rigorous protocols for confidentiality, participant anonymity, informed consent, and safeguarding. Our dedicated data collection unit, led by an experienced head, oversaw secure data storage and anonymization for analysis. We maintained data quality through a balance of qualitative and quantitative data, transcription audits, and validation workshops. Data recording, coding, entry, missing data handling, and quality control were strictly followed. Our Compliance and Quality Assurance Officer (CQAO) supervised data validation and post-collection cleaning, ensuring data accuracy and quality. We maintained a zero-tolerance policy for ethics violations and research misconduct. Additionally, data collection visits were organized at suitable times and locations to minimize risks to respondents.
- **Guideline for Protecting Data and Respondent Rights:** Edmaaj prioritized data protection and respondent rights as part of our research policy, ensuring the confidentiality and security of research information. Our practices included secure data storage, protection, research, and sharing mechanisms to uphold responsible authorship and publication standards. Data was securely housed in our internal system and database, with backups stored in a secure location (Microsoft OneDrive), safeguarding against hardware failure or data loss. Access to sensitive

data was strictly restricted, fortified by password protection and two-factor authentication, and the data was anonymized to remove personally identifiable information. This enhanced privacy protection and minimized data breach risks. We maintained comprehensive documentation of data collection, storage, and processing to confirm the authenticity and accuracy of the data. Access to the analysis files was exclusively authorized by the project-designated team. After the project's completion and upon obtaining client approval, all personal data was deleted.

- **Data Integrity Measures:** At Edmaaj, we upheld strict standards to ensure the accuracy and cleanliness of collected data. Our process began with a thorough examination of raw data, identifying inconsistencies, errors, and missing values. We employed various techniques, such as imputation for missing data and outlier detection, to address these issues. Through meticulous quality checks at every stage, we validated the integrity of the dataset used for analysis. This rigorous approach guaranteed reliable insights and conclusions for our projects.
- **Participant Well-Being Protocols:** To protect participant well-being, known survivors of GBV were not included in the target group to avoid re-traumatization. Survey participants were fully informed about the nature, purpose, and involvement of the survey, with enumerators assuring strict confidentiality of responses and personal information, and explaining data storage, processing, and usage. Safe words were used instead of trigger words, and participants were informed of their right to pause or stop answering questions if uncomfortable. Enumerators were trained to handle sensitive topics empathetically and supportively. In coordination with CRP, a document outlining available counseling services provided by CRP was offered to participants as needed. In FGDs, participants received contact details for feedback and reporting post-participation issues, with a follow-up 'thank you' message including the same information, aiding continuous improvement.



Limitations

The evaluation team encountered some limitations while conducting the evaluation activities. Below is a description of these limitations and how they were overcome.

- **Key Performance Indicator (KPI) Language:** The result chain indicators were not clearly defined, making it difficult for the evaluation team to assess the project's effectiveness and determine whether targets were met. Specifically, the KPIs for outcomes were expressed in absolute numbers rather than percentages, which is not ideal for evaluating outcomes. Conversely, output indicators were given as percentages, which are more appropriately expressed in absolute numbers. Despite these issues, the evaluation team adhered to the defined KPI language and worked with CRP to establish a clear understanding of how these targets should be assessed to evaluate the project's achievements.
- **Limitation in Targets:** The targets set in the KPIs of the results chain were incorrectly structured. Instead of indicating the total number of expected beneficiaries and then specifying the desired improvements among them, the targets were directly stated as the number of people who should show improvement. This method made it difficult to clearly compare the targeted outcomes with the actual results achieved. However, the evaluation team worked


closely with CRP to determine the total number of beneficiaries reached and assess the extent of improvement among them.

- **Self-Reported Data:** The credibility of self-reported data in qualitative research can be questionable due to potential bias. To counter this, the evaluation team integrated probing questions to improve response reliability and conducted cross-checks and data triangulation during analysis to enhance validity and reduce single-source bias.
- **Obstacles in Recruiting Phone Survey Participants:** Initiating engagement with participants for the phone survey presented several logistical challenges, including unresponsive participants, non-functional participant phone numbers, and incorrect contact information. To address these issues, the Edmaaj team attempted to reach most of the listed participants in the sample frame (677 unique participants) and made extensive efforts to ensure an adequate response rate for the phone survey. This included making approximately four calls to each participant to facilitate communication.
- **Language Barriers in Data Collection:** The diverse dialects spoken by the refugee participants were challenging to ensure clear and accurate communication. Additionally, some participants contacted for the phone survey did not speak either Arabic or English. To address these issues, the research team repeated questions several times, took extra time to understand the participants, and tried to use standard Arabic to facilitate better understanding.
- **Activity Identification Challenges:** Some participants in the phone surveys and FGDs had participated in the program activities a long time ago and had forgotten the details of their involvement. Additionally, many participants were unaware of the specific project for each CRP activity, as most activities funded by different donors were similar. To address these issues, the research team mentioned the names of the activities and the coordinator's name from CRP, as provided in the list by CRP, to help jog participants' memories and ensure more accurate responses.



KEY FINDINGS

Project's Relevance



Relevance

To what extent do the achieved results (project goal, outcomes and outputs) continue to be relevant to the needs of women and girls?

The project aimed to address the needs of women and girls through a comprehensive approach that included gender rights education, empowerment initiatives, and GBV prevention strategies. By focusing on these areas, the project sought to fill apparent gaps in knowledge, skills, and resources, thereby improving the overall well-being of its participants. The evaluation of the project's outcomes reveals that the interventions remain highly relevant to the needs of women and girls, providing them with the tools and support necessary to navigate and overcome the challenges they face. The following points elaborate on how the project's results continue to meet the evolving needs of its target population:

- **Focus on Gender Rights, Empowerment, and GBV Prevention:** The project's emphasis on gender rights, empowerment, and the prevention of GBV is crucial in addressing the specific vulnerabilities faced by women and girls. By filling critical gaps in knowledge and skills, the project has empowered participants who were previously unaware of their rights or the available resources. This focus ensures that women and girls are better equipped to recognize and respond to GBV, making these outcomes highly relevant to their immediate and long-term needs.

- **PSS Sessions:** The PSS sessions provided through the project were vital in offering psychological relief to women dealing with stress, trauma, and personal issues. Many participants were facing significant mental health challenges, and these sessions helped them build resilience and coping mechanisms. By addressing the psychological well-being of participants, the project met an essential need, ensuring that women were not only supported emotionally but also empowered to manage their lives more effectively.

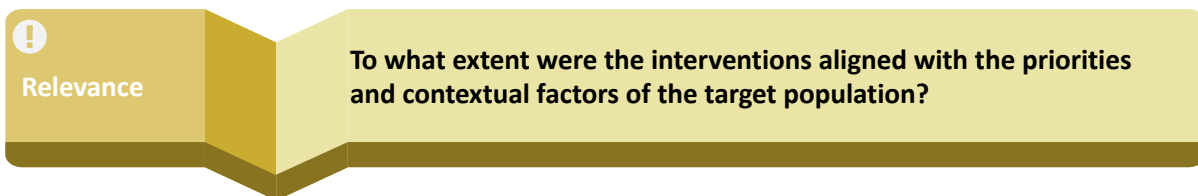
- **Economic Empowerment Initiatives:** The project's economic empowerment components, particularly the professional training in body care and basic salon techniques, were instrumental in helping women gain financial independence. Economic empowerment is a key factor in reducing vulnerability to GBV, as it provides women with the means to support themselves and their families, reducing dependence on potentially abusive relationships. The skills acquired through this training enabled participants to either start their own businesses or secure employment, directly contributing to their economic stability.

- **Leadership in Action Training:** The "Leadership in Action" training equipped women with essential leadership and advocacy skills. These skills enabled participants to take on leadership roles within their communities, advocating for women's rights and leading initiatives that address local issues. This training empowered individual women and fostered a culture of



female leadership and community engagement, making it highly relevant to the ongoing needs of women and girls for both personal and collective development.

- **Participant Feedback:** Consistent positive feedback from participants underscores the ongoing relevance of the project's interventions. Women and girls reported that the knowledge, skills, and support they received through the project directly addressed their needs and had a lasting impact on their lives. This feedback highlights the effectiveness of the project in meeting the diverse needs of its target population, ensuring that the outcomes continue to be relevant and impactful.
- However, the participants' revolving needs around job opportunities, employment rights, and financial stability indicated a shift in priorities which should be tackled by future projects. New ideas related to work rights and financial security often surfaced, reflecting the community's evolving requirements. The project responded by focusing on vocational training and skill development. However, it should further cover specific topics related to employment rights and financial security⁹.



The project interventions were aligned with the needs and priorities of the women and girls, the following points elaborate on the relevance of the intervention:

- The evaluation findings demonstrate that the project's activities were highly relevant to addressing the needs of women participants. Survey responses, as detailed in Table (1), indicate a strong endorsement from women regarding the project's relevance to their overall needs. The project's focus on essential topics such as gender, rights, and empowerment met the urgent needs of women who were previously unaware of these issues. Gender Based Violence Awareness and Prevention (GBVAP) seminar sessions on these topics provided crucial knowledge and skills, enabling women to take the first steps toward empowerment. One of the participants indicated, *“the topics they brought were relevant to our needs, most women don't have a clear idea about gender and empowerment”*¹⁰.

⁹ KII 2 with the technical team, in person, Jun 10th, 2024

¹⁰ FGD 3 with women as primary beneficiaries, Downtown Center, Jun 12, 2024

Table (4) The Relevance of the Project's Activities to Women's Needs (n; 410)

Statements	Answers	N	Percentage
<i>Relevance</i>			
Overall, the project's activities that I participated in respond to my needs (N=344 ¹¹)	Yes, to a high extent	144	41.9%
	Yes, to a medium extent	146	42.4%
	Yes, to a low extent	25	7.3%
	No, it did not	29	8.4%
Overall, the service provided at the Help desk relevant to my needs (N=62 ¹²)	Yes, to a high extent	32	51.6%
	Yes, to a medium extent	25	40.3%
	Yes, to a low extent	1	1.6%
	No, it did not	4	6.5%
The 'Leadership in Action' training was relevant to my ability to develop leadership and advocacy skills." (N=56 ¹³)	Yes, to a high extent	30	53.6%
	Yes, to a medium extent	23	41.1%
	Yes, to a low extent	2	3.6%
	No, it was not	1	1.8%

- The project addressed the psychological well-being and motivation of its participants. Many women who had been experiencing psychological stress and personal issues found substantial relief and positive reinforcement through their interactions inside the PSS sessions. This shift toward positive thinking and distancing from negative influences was a crucial need, as highlighted by a participant who stated " *Many of us were suffering from psychological pressures and personal problems, but meeting the trainers gave us a high level of psychological motivation*"¹⁴. Another participant emphasized that "*the training I joined was indeed relevant to my needs, it really helped me understand how to deal with social and family dynamics, especially challenging misconceptions and improving how I interact with my kids and husband*"¹⁵. Another one indicated " *After attending the Gender and Women's Empowerment course, I was able to correct many misconceptions I had and those prevalent in society, such as discrimination. From this perspective, I began to develop myself further. Therefore, I believe it was an excellent course, and we truly needed it*"¹⁶.
- Empowering women economically was identified as a crucial factor in combating gender-based violence (GBV) by the CSOs and members of community-based groups/members participating in the evaluation FGD. The project provided professional training in skills like sewing, embroidery, body care, manicure, resin crafting, henna application, and basic salon techniques.

¹¹This refers to the total number of participants involved in project activities, excluding 66 participants who reported not participating in any activities.

¹² This refers to the total number of participants who engaged exclusively with the Help desk for service access and referrals, without participating in any other project activities.

¹³ This refers to the total number of participants in Leadership in Action Seminars and training.

¹⁴ FGD 1 with women as primary beneficiaries, Hashemi Shamali Center, Jun 11, 2024

¹⁵ FGD 1 with women as primary beneficiaries, Hashemi Shamali Center, Jun 11, 2024

¹⁶ FGD 1 with women as primary beneficiaries, Hashemi Shamali Center, Jun 11, 2024

Women need those kinds of skills to earn income from home, supporting their economic independence and addressing financial pressures¹⁷.

- Survey responses, as detailed in Table (5), indicate a strong endorsement from women regarding the relevance of the "Leadership in Action" training in developing their leadership and advocacy skills. These trainings were crucial in enabling women to advocate for empowerment and effectively engage in community projects that benefited their peers. By focusing on leadership, community engagement, and project implementation, the training addressed the critical needs of women, equipping them with the necessary skills to lead community projects and foster positive change within their communities.
- Furthermore, women indicated that the Help Desk services provided were highly relevant to their needs. The Help Desk offered a crucial space for women to present their needs and apply for available services. It facilitated effective communication with CRP staff, enabling women to follow up on services and receive timely support¹⁸. One of the women participants indicated *"The presence of the Help Desk saved us time by providing information about available programs and their details. Their personal expertise helped me identify which program suited me best"*¹⁹. The project demonstrated flexibility by adapting livelihood activities based on community needs, ensuring that interventions remained responsive and relevant to the evolving priorities of the target population, CRP regularly reviewed waiting lists and considered community members' requests to determine which activities, such as sewing or crochet, would be most relevant to offer. Moreover, activities were customized to align with the cultural backgrounds and skill sets of participants. For instance, at the Downtown center, henna livelihood activities were provided, which were particularly suited to women from Somalia, Sudan, and Yemen.²⁰

Concluding reflection on project relevance

In summary, the project interventions were well-aligned with the priorities and context of the target population. The Leadership in Action training effectively developed women's leadership and advocacy skills, empowering them to lead community initiatives. The project also adapted livelihood activities to suit the cultural backgrounds of participants, such as offering henna skills to women from Somalia, Sudan, and Yemen. The Help Desk provided crucial, relevant support, ensuring the interventions remained responsive and effective in meeting the women's immediate needs. Furthermore, the project's outcomes remain highly relevant to the needs of women and girls, addressing key gaps in knowledge, skills, and resources. The focus on gender rights, empowerment, and GBV prevention provided participants with the tools to manage personal challenges, achieve economic independence, and respond to gender-based violence. Positive feedback underscores the lasting impact of these interventions, particularly the GBVAP seminars and psychosocial support sessions, which continue to meet the evolving needs of the target population. However, there was a noted gap in addressing

¹⁷ FGD 4 with CSOs and members of community-based groups/members as secondary beneficiaries, Downtown Center, Jun 12, 2024

¹⁸ FGD 1 with women as primary beneficiaries, Hashemi Shamali Center, Jun 11, 2024; FGD 3 with women as primary beneficiaries, Downtown Center, Jun 12, 2024

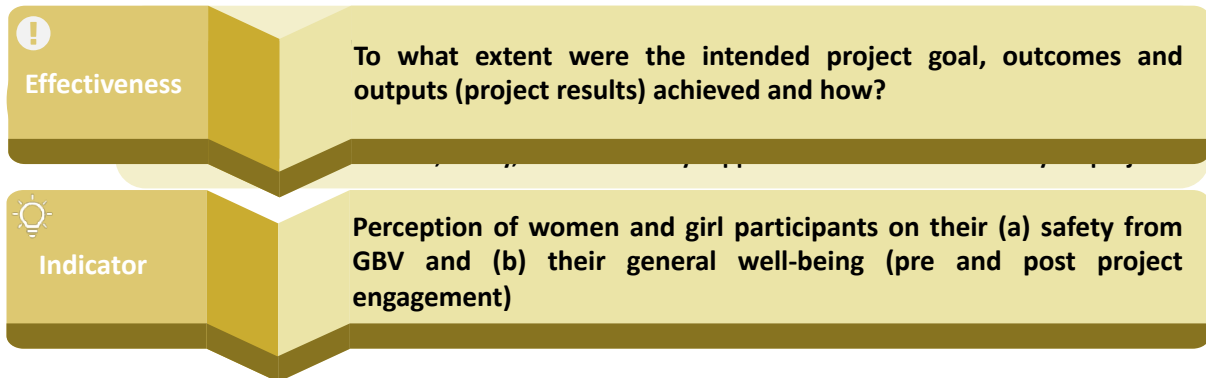
¹⁹ FGD 3 with women as primary beneficiaries, Downtown Center, Jun 12, 2024

²⁰ KII 1 with the project lead, in person, Jun 10th, 2024

contextual specific employment rights and financial security issues, pointing to potential areas for further development.

Project's Effectiveness

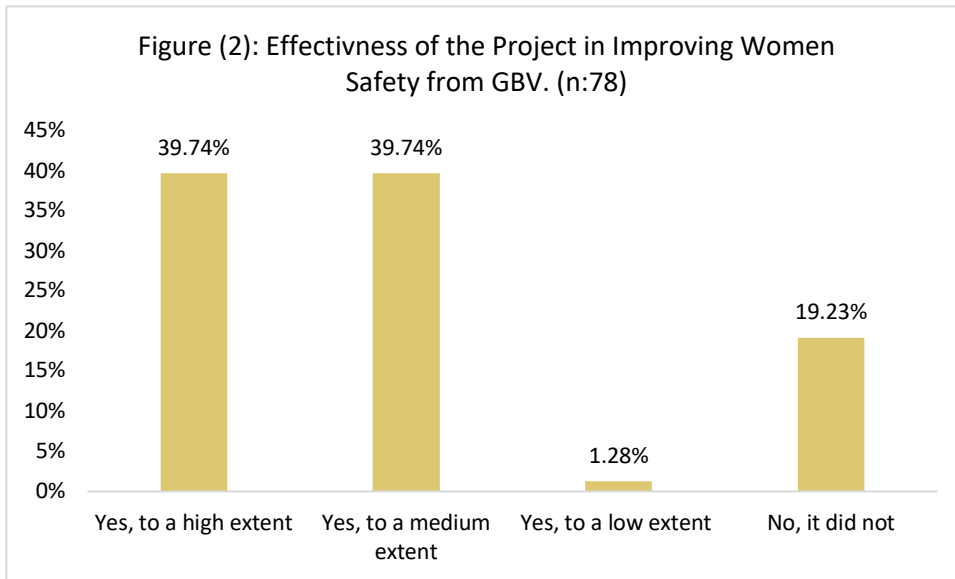
This section assesses the project's effectiveness in achieving its goals, outcomes, and outputs. It also examines how well the interventions aligned with the project's objectives and results framework, and the extent to which they achieved the desired outcomes as outlined in the theory of change.



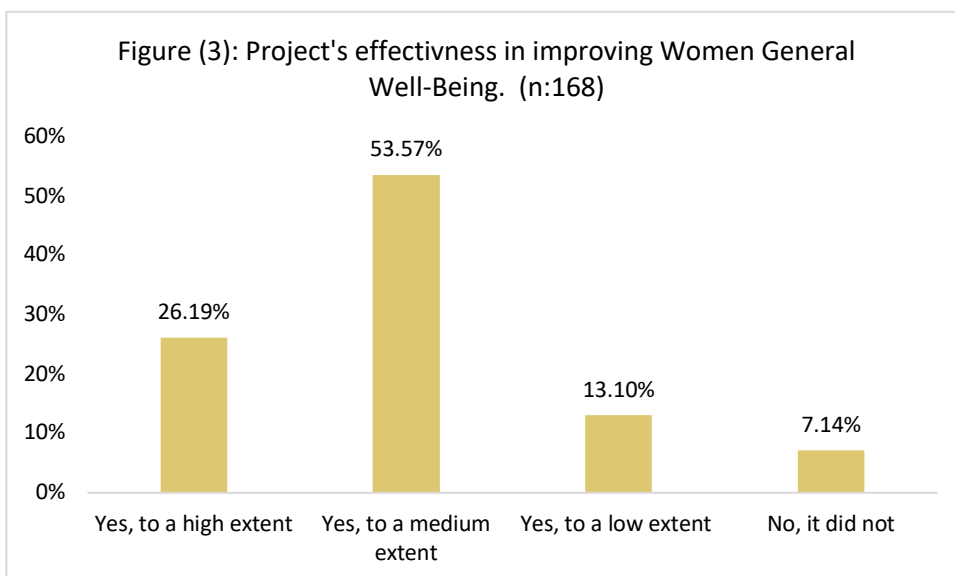
- The target was not fully met. Over the three years of the project, a total of 3,482 women and girls were reached, falling short of the target of 4,500 primary beneficiaries. The project also aimed for 725 women and girl participants to report improved feelings of safety from gender-based violence (GBV) and enhanced general well-being. However, CRP reported data revealed that the actual number of respondents reporting such improvements through their surveys was significantly lower with only 105 women and girls. In Year 1, 233 women and girls were reached, only 18 reported improved safety and well-being (*the number of reached participants through surveys is not available due to lack of documented data*). In Year 2, 1,566 women and girls were reached, with only 22 reported improvements in safety from GBV and overall well-being (*the number of reached participants through surveys is not available due to lack of documented data*). In Year 3, 1,674 women and girls were reached, with 52 (82.5% out of 63) reporting improved safety from GBV, while 51 (81% out of 63) noted better general well-being.²¹
- CRP Surveys responses were relatively low considering the total number of beneficiaries reached throughout the three years. The project team should have employed appropriate sampling techniques and gathered a sufficient number of responses to accurately report whether such improvements occurred. The data for Years 1 and 2 were particularly limited, and the evaluation team was unable to determine how many women were surveyed or the reported percentage of improvement among them. The only available data from these years came from CRP's first and second reports, while in Year 3, the evaluation team reviewed responses from a survey distributed by CRP.

²¹ Filled results chain shared by CRP on 24th July 2024; CRP narrative reports shared by CRP on May-Aug 2024

- Furthermore, 1731 secondary beneficiaries were reached out of 2400. 27 members of civil society organizations, 1,415 men and boys, and 289 members of community-based groups were reached.²²
- However, it should be noted that the evaluation survey results show consistent results with slightly lower percentage than the project third year survey as stated in Figure (2). Among the 78 survey respondents who indicated in the survey that they participated in the project to protect themselves from GBV, 79.49% (62 respondents out of 78) reported that the project improved their safety from GBV. Among those who knew another woman who participated for GBV protection, 75% (6 out of 8 respondents) reported improvements in safety.



- Furthermore, as stated in Figure (3), Among the 168 survey respondents who participated in the project to improve their wellbeing and self-development, 79.76% (134 respondents) reported that the project improved their general well-being. Among those who knew another woman who participated in life improvement, 81.82% (9 respondents out of 11) reported that the project helped improve their general well-being.



²² Filled results chain shared by CRP on 24th July 2024

- The project supported women's safety from GBV and general well-being through three main avenues: self-support, family support, and community support.
- **Self-Support:** Women participants in the FGDs reported feeling safer from GBV due to knowledge and confidence gained through empowerment sessions, which helped them understand and assert their rights. For example, women in Downtown Amman felt empowered to report GBV cases to authorities, also explaining that they did not feel able to do so prior to participating in the project²³. Furthermore, women reported that the sessions helped them develop better social skills and an improved understanding of how to interact with others outside the home. This led to a more harmonious family life, better communication, and understanding between spouses and children, and a more proactive approach to parenting and household responsibilities. One participant from Hashmi mentioned how these sessions enabled her to correct her behavior towards her family and seek better parenting methods²⁴ while another participant shared how the sessions helped her “learn effective communication and conflict resolution strategies with her husband and children²⁵. As a woman participant noted, *after attending the Gender and Women's Empowerment course, I was able to correct many misconceptions I had and those prevalent in society, such as discrimination. I became more aware in my interactions with the community and within my family, with my husband and children. I became more open-minded and started seeking out sources on modern, effective parenting. From this perspective, I began to develop myself further.*”²⁶.
- **Family Support:** The project also was effective in tackling family dynamics, where men participants in the FGDs reported that the activities helped them understand how to interact more positively with women and other community members. Men learned to respect women's roles and became more supportive of their wives and daughters in their interactions. One of the participants in the men FGD mentioned that *“the training sessions taught me how to handle conflicts without resorting to violence and to appreciate the contributions of women in the household”*²⁷. Another participant shared that *“I started helping my wife more at home and became more involved in my children's upbringing after attending the sessions”*²⁸.
- **Community Support:** Community support was bolstered through increased awareness and interventions by community members. Women felt more integrated and supported within their communities, enabling them to take collective action against GBV. CRP's community-based approach included lectures facilitated by trained community leaders from various nationalities, such as Iraqi, Syrian, Somali, and Sudanese. Each lecture was co-facilitated by one male and one female leader, ensuring representation and inclusive participation. Additionally, surveys were disseminated to gather participant feedback on satisfaction and comfort levels. This approach facilitated a supportive environment where both men and women could learn and grow together, fostering a culture of mutual respect and understanding²⁹. One of the men participants indicated:

²³ FGD 3 with women as primary beneficiaries, Downtown Center, Jun 12, 2024

²⁴ FGD 1 with women as primary beneficiaries, Hashemi Shamali Center, Jun 11, 2024

²⁵ FGD 3 with women as primary beneficiaries, Downtown Center, Jun 12, 2024

²⁶ FGD 1 with women as primary beneficiaries, Hashemi Shamali Center, Jun 11, 2024

²⁷ FGD 2 with men as secondary beneficiaries, Hashemi Shamali Center, Jun 11, 2024

²⁸ FGD 2 with men as secondary beneficiaries, Hashemi Shamali Center, Jun 11, 2024

²⁹ FGD 2 with men as secondary beneficiaries, Hashemi Shamali Center, Jun 11, 2024

“We all respect women, but these lectures have expanded that respect even further. We now give women more space to express their opinions and perspectives. They are now fully receiving their rights. Our minds have opened up to the issue of early marriage. Personally, I used to support early marriage, especially during the refugee journey and the accompanying circumstances. But now, I have stopped and realized the wrong in that thinking, and I do not recommend it to anyone”³⁰.

→ The evaluation findings indicated that both women and men participants expressed a high level of satisfaction with their experience in the project. Feedback obtained from both surveys and FGDs corroborated this claim. Table (5) presents the affirmative sentiment conveyed by the participant data towards the diverse project activities they engaged in. The Women's Empowerment and GBV Awareness and Prevention Seminars, Leadership in Action Seminars and training, Community Projects, Financial Assistance Programs, Livelihood Training and Social Enterprise Activities, PSS Programming, and Help desk referrals all received high levels of satisfaction.

Table (5) Activities/Services Satisfaction (n; 410).

Statements	Answers	N	Percentage
<i>Overall level of satisfaction or dissatisfaction regarding</i>			
The Women’s Empowerment and GBV Awareness and Prevention Seminars (N=156 ³¹)	Very satisfied	84	53.8%
	Satisfied	71	45.5%
	Neutral	1	0.6%
The Leadership in Action Seminars and training (N=56 ³²)	Very satisfied	28	50.0%
	Satisfied	26	46.4%
	Neutral	1	1.8%
	Very dissatisfied	1	1.8%
The community initiatives (N=40 ³³)	Very satisfied	29	72.5%
	Satisfied	9	22.5%
	Neutral	1	2.5%
	Dissatisfied	1	2.5%
The financial assistance programs (N=78 ³⁴)	Very satisfied	19	24.4%
	Satisfied	56	71.8%
	Dissatisfied	2	2.6%
	Very dissatisfied	1	1.3%
The livelihood training or social enterprise activities (N=189 ³⁵)	Very satisfied	102	54.0%
	Satisfied	81	42.9%

³⁰ FGD 2 with men as secondary beneficiaries, Hashemi Shamali Center, Jun 11, 2024

³¹ This refers to the total number of participants in Women’s Empowerment and GBV Awareness and Prevention Seminars.

³² This refers to the total number of participants in Leadership in Action Seminars and training.

³³ This refers to the total number of participants in Community initiatives.

³⁴ This refers the total number of participants in financial assistance programs.

³⁵ This is the total number of participants in Livelihood training or social enterprise activities.

	Neutral	2	1.1%
	Dissatisfied	3	1.6%
	Very dissatisfied	1	0.5%
The PSS programming (N=101 ³⁶)	Very satisfied	63	62.4%
	Satisfied	34	33.7%
	Neutral	4	4.0%
The Help desk for accessing services/referrals (N=62 ³⁷)	Very satisfied	29	46.8%
	Satisfied	29	46.8%
	Dissatisfied	2	3.2%
	Very dissatisfied	2	3.2%

→ Most FGD women participants also expressed high satisfaction with the project activities. Women particularly appreciated the GBVAP seminars due to their engaging and interactive teaching methods. The practical, activity-based approaches facilitated better learning outcomes and avoided traditional lecture styles. One of the participants indicated *“the sessions were interactive and great, they were far away from traditional slide presentation and lecturing, they were very interactive”*³⁸. PSS sessions were highly valued, providing practical advice on managing household needs and interacting with children. The effective teaching style, transparency, and confidentiality in these sessions allowed for open discussions and sharing of personal experiences³⁹ one of the participants indicated *“I was going through a difficult time with an injury. Despite this, I attended the mind and body sessions on crutches because they were important to me. I learned proper breathing exercises, which helped me escape my pain.”*⁴⁰. Men also showed satisfaction with the project activities, including Leadership in Action and GBVAP and Women Empowerment seminars, as well as PSS programs due to their engagement and self-relief nature in addition⁴¹. One of the participants indicated *“The Mind and Body sessions helped me with self-control, not rushing into things, and staying calm even in the toughest situations. I've learned to maintain self-control at all times.”*⁴².

³⁶ This is the total number of participants in PSS programming.

³⁷ This is the total number of participants in Help desk for accessing services/referrals.

³⁸ FGD 3 with women as primary beneficiaries, Downtown Center, Jun 12, 2024

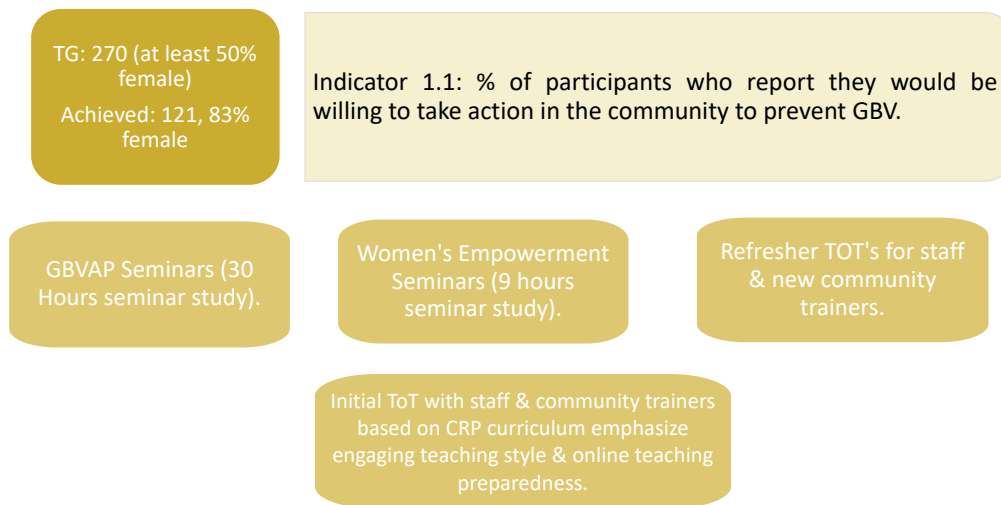
³⁹ FGD 1 with women as primary beneficiaries, Hashemi Shamali Center, Jun 11, 2024; FGD 3 with women as primary beneficiaries, Downtown Center, Jun 12, 2024

⁴⁰ FGD 3 with women as primary beneficiaries, Downtown Center, Jun 12, 2024

⁴¹ FGD 2 with men as secondary beneficiaries, Hashemi Shamali Center, Jun 11, 2024

⁴² FGD 2 with men as secondary beneficiaries, Hashemi Shamali Center, Jun 11, 2024

Outcomes 1 : Community members are able and empowered to take action to prevent GBV within their own families and in the wider community.



- With Outcome 1, the targeted number of beneficiaries was not met. Although a total of 366 participants were reached through the GBVAP and Women's Empowerment seminars over three years, only 121 with 83% were women (110/121) reported their willingness to take action to prevent GBV. In Year 1, 34 (all women) out of 40 participants including 21 women and 19 men reported their willingness. In Year 2, 67 participants (55 women, 12 men) attended, with 31 (27 women and 4 men) expressing willingness to act. In Year 3, 259 participants, including 224 women and 35 men, were involved, with 56 participants (55 women) out of 63 participants representing 82.5% indicating their willingness to take preventive action, according to CRP survey data⁴³.
- However, the evaluation survey results reveal different attitudes. The majority of the survey participants, 79.95% (246/323⁴⁴) expressed a willingness to take action in their community to prevent GBV or empower women to a medium or a high extent after participating in the project. Specifically, 52.01% indicated that they were willing to take action to a high extent, while 24.15% are willing to do so to a medium extent. 2.79% of participants were unsure (yes to a low extent), and 21.05% were not willing to take action. The actions women participants are prepared to undertake include reporting incidents of GBV to authorities (54.51%), participating in community awareness programs (65.49%), supporting survivors of GBV (61.18%), advocating for policies against GBV (48.63%), and educating others about GBV (87.45%).
- The data collected through CRP surveys was unclear, raising uncertainty about whether all participants were surveyed or only those who responded were included. The evaluation team was unable to validate this data, except for the Year 3 survey, which had only 63 respondents. This significant gap in CRP's monitoring and evaluation component, as noted in the efficiency

⁴³ Filled results chain shared by CRP on 24th July 2024; CRP narrative reports shared by CRP on May-Aug 2024

⁴⁴ This refers to the number of respondents who participated in various project activities, not limited to the GBVAP seminars.

aspect of the report, may have contributed to the target not being met. The insufficient number of responses hindered a comprehensive assessment of this indicator, potentially explaining the discrepancy between CRP's reported results and the evaluation findings.

- Women participants in the FGDs also reported an increased confidence to take action against GBV after joining the project. This newfound empowerment was largely influenced by the training and awareness sessions provided by the project. These sessions equipped women with knowledge about their rights and the mechanisms for reporting violence, making them feel more prepared to intervene. A woman participant expressed, "*I now feel ready to step in if someone in my community faces violence*"⁴⁵. Personal experiences shared during the FGDs further reinforced this confidence. For example, one woman highlighted, "*After the training, I no longer hesitate to defend my family. When someone harassed my daughter on the street, I reported it to the police despite being a stranger in the area and a refugee. They provided us with assistance and restored our rights*"⁴⁶.
- Furthermore, men participants in the FGDs also demonstrated an increased readiness to address GBV, especially in situations involving children or individuals with special needs. This readiness stemmed from the practical conflict resolution skills they acquired during the training sessions. One of the men in the FGD shared, "*A friend of mine was beating his wife. When he asked for my advice, I suggested the methods I learned in the course, such as talking to his wife gently and resolving their issues positively*"⁴⁷. The training helped men become more aware of their role in preventing GBV and supporting victims, fostering a sense of responsibility to act against violence in their communities.
- However, despite increased confidence in taking actions, some women's and men's willingness to intervene is often hindered by fear of retaliation and societal norms. Some reported that these factors deter them from direct action, as intervening might lead to more violence or worsen their situation, especially if they are alone without family support⁴⁸. One of the participants indicated "*My intervention and reporting the violence could actually make the violence worse for the woman. Many women are alone and rely on their husband's home as their only safe place. If the husband is reported, he might be jailed briefly, but when he's released, he could become even more violent. Educating both sides on GBV prevention offers a better chance to resolve the issue.*"⁴⁹.
- Due to fears of retaliation and the sensitive nature of GBV cases, many women prefer providing indirect support, such as advice and awareness-raising, rather than direct intervention. This approach was highlighted by some participants. One woman explained, "*I can offer advice to the woman and inform her of her rights, but I won't contact the authorities myself for fear of worsening her situation*"⁵⁰. Another participant added, "*I prefer advising the woman to resolve the situation amicably or making her aware that she has the right to stop the violence against her*"⁵¹. Similar to the women's feedback, some men also preferred indirect approaches, such

⁴⁵ FGD 3 with women as primary beneficiaries, Downtown Center, Jun 12, 2024

⁴⁶ FGD 3 with women as primary beneficiaries, Downtown Center, Jun 12, 2024

⁴⁷ FGD 2 with men as secondary beneficiaries, Hashemi Shamali Center, Jun 11, 2024

⁴⁸ FGD 1 with women as primary beneficiaries, Hashemi Shamali Center, Jun 11, 2024; FGD 2 with men as secondary beneficiaries, Hashemi Shamali Center, Jun 11, 2024

⁴⁹ FGD 1 with women as primary beneficiaries, Hashemi Shamali Center, Jun 11, 2024

⁵⁰ FGD 1 with women as primary beneficiaries, Hashemi Shamali Center, Jun 11, 2024

⁵¹ FGD 1 with women as primary beneficiaries, Hashemi Shamali Center, Jun 11, 2024

as advising or involving close family members of the abuser. For example, one participant said, *"The brother of the husband can intervene because an outsider cannot be present in the house and talk to the wife"*⁵².

- On the other hand, some men and women participants assured that they are more likely to speak out and support a child or people with disabilities (PWD), but will refrain from intervening in spousal conflicts, to avoid being disrespected or mistreated especially if they know the abuser personally⁵³. One of the women participants indicated that *"If the violent person is a man, I cannot intervene. However, if the person is a child or a woman, I can step in, provided the other party agrees to my involvement. Often, help is refused, and I might even face hostility if I intervene."*⁵⁴. Other man participant stated *"If I see a man in the street hitting his wife or daughter, even though I don't know them, I would intervene. However, if the man is my neighbor and I am aware of his mindset and his refusal to accept interference, I would not intervene to avoid unnecessary conflict and unpleasant remarks"*⁵⁵. This suggests that social relationships and the potential for negative repercussions significantly influence participants' decision to intervene in cases of domestic violence.
- The reluctance to intervene in GBV cases, despite increased confidence, highlights a challenge for CRP's interventions. Fear of retaliation and societal norms deter action, suggesting CRP should address these concerns more directly. CRP needs to refine its communication strategy to acknowledge these fears and provide practical guidance on safe and effective intervention methods. This could involve educating communities on alternative approaches that emphasize safety and community support while reporting GBV. For instance, CRP could focus on building collective actions that reduce the burden on individuals, ensuring they are not isolated when they choose to intervene. Additionally, continuing the good practice of involving both men and women in discussions on GBV prevention, as suggested by the participant's feedback, could foster a more comprehensive understanding and reduce the risk of retaliation. CRP should also consider integrating these insights into its program design by offering more robust post-intervention support, such as legal assistance and protection services, to mitigate the risks associated with reporting.

⁵² FGD 2 with men as secondary beneficiaries, Hashemi Shamali Center, Jun 11, 2024

⁵³ FGD 1 with women as primary beneficiaries, Hashemi Shamali Center, Jun 11, 2024; FGD 2 with men as secondary beneficiaries, Hashemi Shamali Center, Jun 11, 2024

⁵⁴ FGD 1 with women as primary beneficiaries, Hashemi Shamali Center, Jun 11, 2024

⁵⁵ FGD 2 with men as secondary beneficiaries, Hashemi Shamali Center, Jun 11, 2024

Outcomes 1 : Community members are able and empowered to take action to prevent GBV within their own families and in the wider community.



- With Outcome 1, the target of including 110 people in community-based projects to improve the rights and well-being of women and girls, was exceeded, according to CRP records, 117 participants were involved in community-based projects, of whom 85% were women (90/117). The decision to prioritize women was made collaboratively by the CRP Project Manager and LiA Officer, aligning with the goal of women’s empowerment. Additionally, some male participants were unable to attend due to other commitments, such as work⁵⁶. However, the lower number of male participants is not ideal, as their involvement is important in supporting women in community projects. Involving more men in community projects is essential because gender-based violence and inequality are societal issues that require the active participation of all genders. Including men helps challenge harmful norms, promotes mutual respect, and fosters a more inclusive approach to gender equality. Their involvement also strengthens the impact of these projects, ensuring that the entire community is committed to supporting the rights and well-being of women and girls.
- The project was effective in mobilizing and empowering individuals to engage in meaningful community-based projects. The survey results indicate a high level of active participation among women participants in community-based projects to improve the rights and well-being of women and girls. A majority, 62.50%, reported participating very actively, taking on responsibilities, and leading activities. Another 25% reported medium participation, attending meetings and events regularly. Only a small percentage, 12.50%, reported low or minimal participation.

⁵⁶ Follow up call with CRP project team on August 18th, 2024.

- The surveyed women participants were engaged in a wide range of community activities and events. Their participation examples included leading community projects on housing maintenance and repairs, organizing clothing drives, senior caring, coordinating educational visits, and training women in various skills such as baking and soap making.
- Both women and men participants in the FGDs were involved in various community-based activities as well such as clothing distribution, elderly care, sewing and embroidery training, leadership community projects, and creative arts⁵⁷. Most participants, both men and women, stated playing active roles in these activities, taking on responsibilities such as planning, implementing, and direct involvement in community projects activities⁵⁸. One of the participants in the men FGD noted, *"I was a leader in the 'Warm Them Up' community project. We organized clean, used clothes for families"*⁵⁹.

Output 1.1



270 community members successfully completed the GBVAP and Women's Empowerment seminars in the community.



Indicator

% training participants with increased knowledge of GBV and strategies for prevention of GBV in the community (segregated by sex and age)

- The target is exceeded, 366 participants were reached, 82% women (300/366) based on CRP reported data.
- The GBVAP and Women's Empowerment seminars were highly effective in increasing participants' knowledge of GBV and strategies for its prevention. The survey results indicate a notable increase in women participants' knowledge of GBV and strategies for its prevention following their participation in the seminars. Among the 156 women participants in the GBVAP seminars, 91.02% reported an increase in their knowledge of GBV to a large or medium extent, while only 8.98% reported a low or no increase. Similarly, 95.51% of participants reported an increase in their knowledge of strategies for the prevention of GBV in the community to a large or medium extent, while only 4.49% reported a low or no increase.

⁵⁷ FGD 1 with women as primary beneficiaries, Hashemi Shamali Center, Jun 11, 2024; FGD 2 with men as secondary beneficiaries, Hashemi Shamali Center, Jun 11, 2024; FGD 3 with women as primary beneficiaries, Downtown Center, Jun 12, 2024

⁵⁸ FGD 1 with women as primary beneficiaries, Hashemi Shamali Center, Jun 11, 2024; FGD 2 with men as secondary beneficiaries, Hashemi Shamali Center, Jun 11, 2024

⁵⁹ FGD 2 with men as secondary beneficiaries, Hashemi Shamali Center, Jun 11, 2024

Statements	Answers	N	Percentage
Overall, my participation in the training activities increased my knowledge of gender-based violence (N=156 ⁶⁰)	Yes, to a high extent	92	59.0%
	Yes, to a medium extent	50	32.1%
	Yes, to a low extent	6	3.8%
	No, it did not	8	5.1%

→ Women and men participants in the FGDs reported improved knowledge of GBV and skills to prevent it following their participation in the seminars. Men participants reported learning essential skills such as anger management and positive interaction techniques through the sessions, while women reported better understanding of women roles and positive interaction strategies⁶¹. One of the men in the FGD mentioned that *“the seminars provided us with comfort and positivity, leading to better communication and interaction”*⁶². Another man participant indicated that *“the training content was connected to real-life situations, making the strategies for GBV prevention more relatable and actionable”*⁶³. Furthermore, one of the women indicated *“My perspective has shifted. I was very shy, and my husband was very controlling in a tough way. Now, I reject that control and let him know it is unacceptable. Initially, it was challenging because he said these courses made me change. However, I explained that the courses helped me become more aware, empowered, and open to the world.”*⁶⁴

Output 1.2



100 community members successfully completed the Leadership in Action seminars in the community.



Indicator

% of community members with improved leadership and advocacy skills (i.e. interpersonal and group communication, advocacy, project planning and execution) (segregated by sex and age)

→ The target is exceeded, 117 participants with 77% women completed the Leadership in Action Seminar based on CRP reported data⁶⁵.

⁶⁰ This is the total number of participants in Women’s Empowerment and GBVAP Seminars.

⁶¹ FGD 1 with women as primary beneficiaries, Hashemi Shamali Center, Jun 11, 2024; FGD 2 with men as secondary beneficiaries, Hashemi Shamali Center, Jun 11, 2024; FGD 3 with women as primary beneficiaries, Downtown Center, Jun 12, 2024

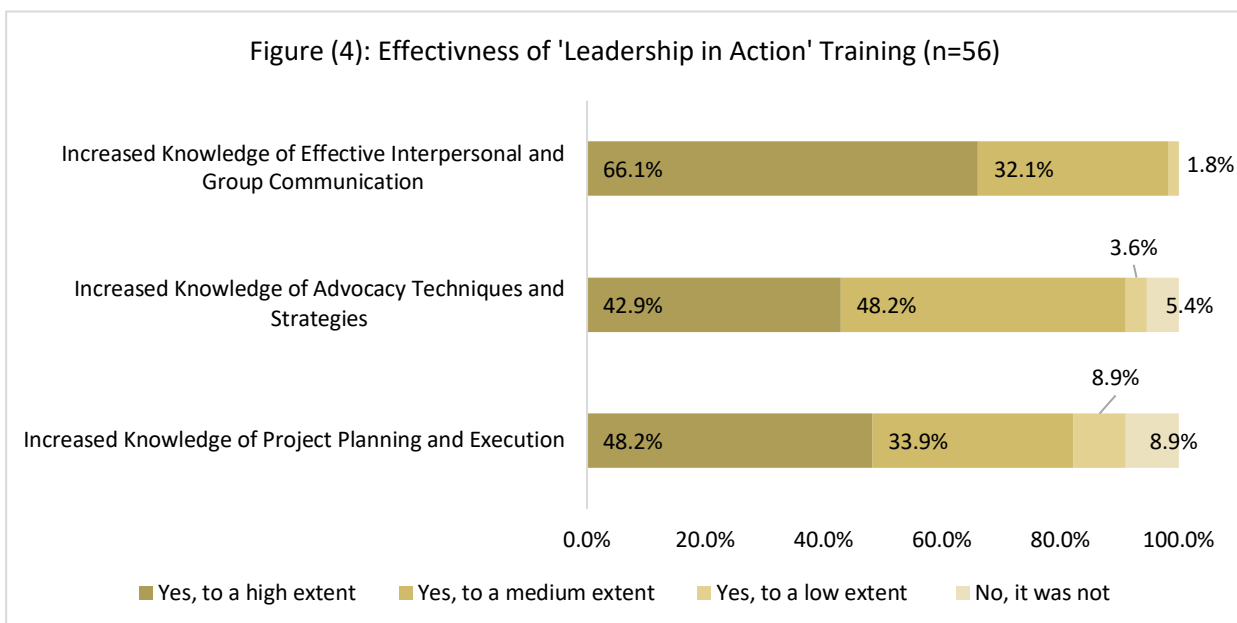
⁶² FGD 3 with women as primary beneficiaries, Downtown Center, Jun 12, 2024

⁶³ FGD 2 with men as secondary beneficiaries, Hashemi Shamali Center, Jun 11, 2024

⁶⁴ FGD 1 with women as primary beneficiaries, Hashemi Shamali Center, Jun 11, 2024

⁶⁵ Filled results chain shared by CRP on 24th July 2024; CRP narrative reports shared by CRP on May-Aug 2024

→ The "Leadership in Action" seminars have been highly effective in improving the leadership and advocacy skills of community members. The majority of the women survey participants who participated in the leadership in action activities 90.47% (51/56) reported increased knowledge and notable improvements in their understanding and application of effective communication, advocacy methods, and project planning to a medium or a high improvement. The training notably enhanced participants' understanding of effective communication, with 98.21% (55 respondents) reporting a medium or a high improvement. In terms of knowledge of advocacy campaign methods and strategies, 91.07% (51 respondents) reported an increase to a medium or a high extent, while 8.93% (5 respondents) felt the training did not enhance their knowledge or did so only to a low extent. Additionally, the training effectively improved participants' knowledge of project planning and implementation, with 82.14% (46 respondents) reporting a medium or a high increase in their knowledge. The detailed results of the participants' level of improvement are presented in Figure (4).



→ The seminars programs offered through the project were well-received by most women participants in the FGDs, who appreciated the engaging and interactive teaching methods that avoided traditional lecture styles. Instead, trainers used practical, activity-based approaches that kept participants engaged and facilitated better learning outcomes⁶⁶. For example, the LiA seminars utilized interactive methodologies, incorporating icebreakers and activities that were both engaging and enjoyable. The sessions emphasized open-ended questions, encouraging participants to share their experiences and build confidence. Participant input was a key component of the project, with initiatives developed based on their suggestions and discussions. A notable example of this approach involved an activity where a bus was drawn at the beginning of the seminars. Throughout the sessions, women were invited to write down

⁶⁶ FGD 1 with women as primary beneficiaries, Hashemi Shamali Center, Jun 11, 2024; FGD 3 with women as primary beneficiaries, Downtown Center, Jun 12, 2024

the challenges they and their community faced. By the 10th session, these issues were reviewed collectively, leading to discussions on the most effective initiatives to address them⁶⁷. One of the men participants indicated *“The trainers’ approach in the seminars to presenting and managing activities was far from the boring traditional lecture methods. It was engaging, practical, and very effective”*⁶⁸.

Output 1.3



20 projects to promote women's rights and address GBV-related issues of local concern are implemented by 100 community members.

- The target was partially met, with the project implementing 9 community projects to promote women's rights and address GBV-related issues, instead of the planned 20 projects. However, in these 9 projects they engaged 117 community members in various activities, which is more than the planned 100 community members.⁶⁹ It is important to note that CRP indicated the target was revised in agreement with the UN Trust Fund from 20 small projects to 9 larger projects, though this change was not reflected in the results chain. However, the evaluation team used the results chain as the reference for assessing the project targets⁷⁰.
- During the initial cycle, four initiatives were implemented: Ween Ween created a community map highlighting essential local resources, Don't Throw It, Give It established accessible libraries at CRP through book donations, That's Me hosted cultural events to foster social cohesion between refugees and host community members, and Our Hands Make Plants engaged participants in greening spaces at elderly homes and schools.
- In the second cycle, three more initiatives were launched: Warm Them combined an awareness campaign on nutritious winter food with clothing distribution, Your Presence is Blessed organized a week of activities to support and engage seniors, and Don't Give Me a Fish, Teach Me How provided vocational training for women in cooking and crafting to generate sustainable income.
- In the third cycle, two initiatives were introduced: Green promoted self-sufficiency through small-scale gardening, and Pass By introduced the community to free public spaces for leisure, including field trips and a guidebook.
- Examples of participation mentioned by the participants in the evaluation survey highlighted the diverse efforts undertaken. According to their answers, women worked on the winter

⁶⁷ Follow up call with CRP project team on August 18th, 2024

⁶⁸ FGD 1 with women as primary beneficiaries, Hashemi Shamali Center, Jun 11, 2024

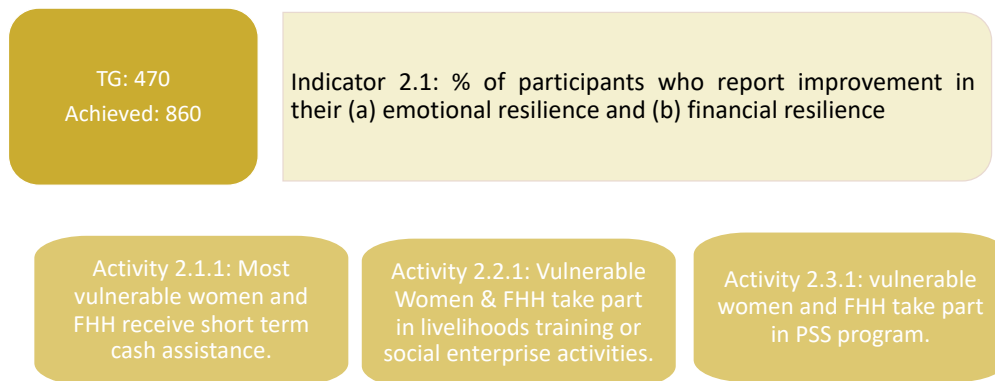
⁶⁹ Filled results chain shared by CRP on 24th July 2024

⁷⁰ Follow up call with CRP project team on August 18th, 2024

clothing community project by collecting and distributing clothes to needy people and engaged in organization activities, including inviting community members to seminars and teaching women hydroponic farming and mushroom cultivation.

- Moreover, community projects extended to Senior care was implemented, focusing on assisting the elderly, while another community project focused on providing agricultural assistance. Women also led handcraft and training sessions on cooking, art, soap and candle making.
- According to CRP, the community projects promoted women's rights and addressed GBV-related issues through several key strategies. First, most initiatives were led by women, empowering them with skills in project management, decision-making, and community engagement, which enhanced their ability to advocate for their rights and address GBV. The initiatives were designed based on community needs, with many intersecting with women's rights and GBV, such as the "Don't Give Me a Fish, Teach Me How" initiative, which provided vocational skills for economic resilience, and "Your Presence is Blessed," which offered safe spaces for women to socialize and access support networks. Projects were planned based on the participants' identified needs, allowing flexibility to address issues beyond GBV if more immediate concerns arose. Additionally, women who shared difficult experiences during the initiatives were referred to legal organizations for specialized assistance, ensuring timely support⁷¹.

Outcomes 2 : Vulnerable women from the refugee and host community become more emotionally and financially resilient.



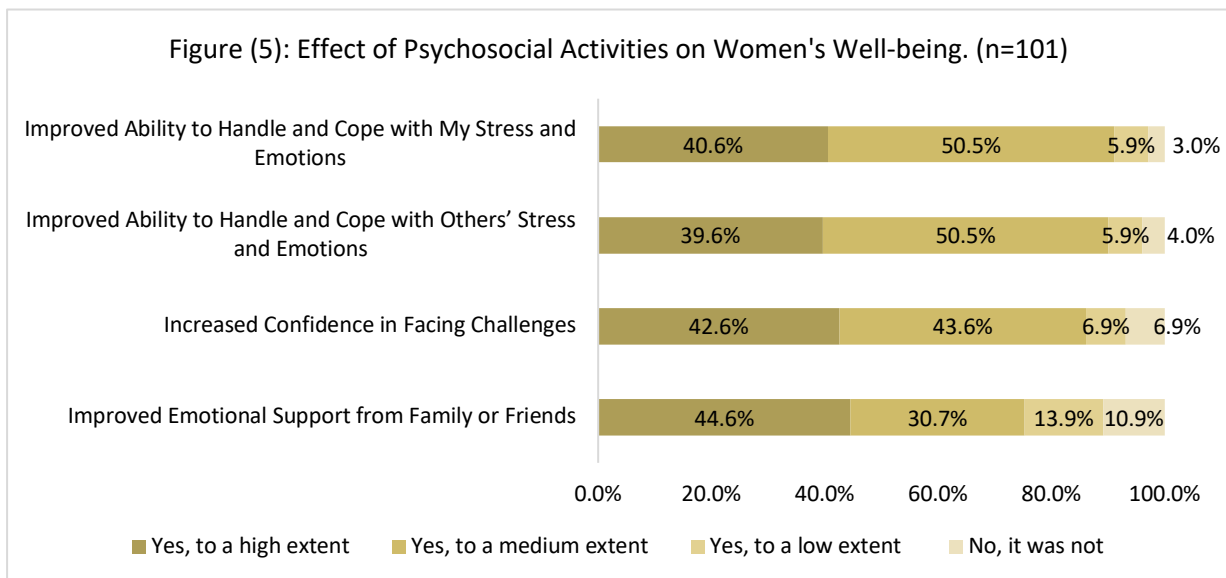
- The target was not met for indicator 2.1. For outcome 2, the total number reached according to CRP data was 860 women. Among those participants, only 145 reported improvements in emotional and financial resilience according to survey data. In Year 1, 157 women were reached under Outcome 2, with 56% (18 out of 33) reporting improved emotional resilience and 72% (24 out of 33) reporting improved financial resilience. In Year 2, 355 women were reached, with 92 respondents reporting improved emotional resilience and 39 reporting improved financial resilience, though the total number of survey respondents is unclear. In Year 3, 348 women were reached, with 90.63% (29 out of 32) reporting improvements in both emotional and

⁷¹ Follow up call with CRP project team on August 18th, 2024

financial resilience⁷². As mentioned before, the data collected through CRP surveys was unclear, raising uncertainty about whether all participants were surveyed or only those who responded were included especially for year 2. The number of collected responses was not sufficient. The evaluation team was unable to validate this data, except for the Year 3 survey, which had only 32 respondents. This significant gap in CRP’s monitoring and evaluation component, as noted in the efficiency aspect of the report, may have contributed to the target not being met.

- Despite this, as the evaluation survey data below details, the project was highly effective in enhancing the emotional resilience of participants, improving their ability to manage stress, emotions, and interpersonal relationships. However, the project showed less effectiveness in enhancing financial resilience, while positive in some areas, revealed opportunities for further support and development, particularly in employment opportunities and financial literacy.

- According to CRP records for year 3, 90.63% of women survey respondents reported improvements in their emotional resilience. This is consistent with the evaluation results stated in Figure (5), where 91.09% of women participants in the survey reported an improvement in their ability to handle stress and emotions. Additionally, 90.10% of respondents noted a better ability to manage the emotions and pressures of others, demonstrating the project's success in fostering emotional intelligence and interpersonal skills. The project also enhanced participants' capacity to face challenges, with 86.13% reporting improvement. Furthermore, 72.27% of participants experienced enhanced emotional support from family and friends, indicating a positive shift in their social support networks.

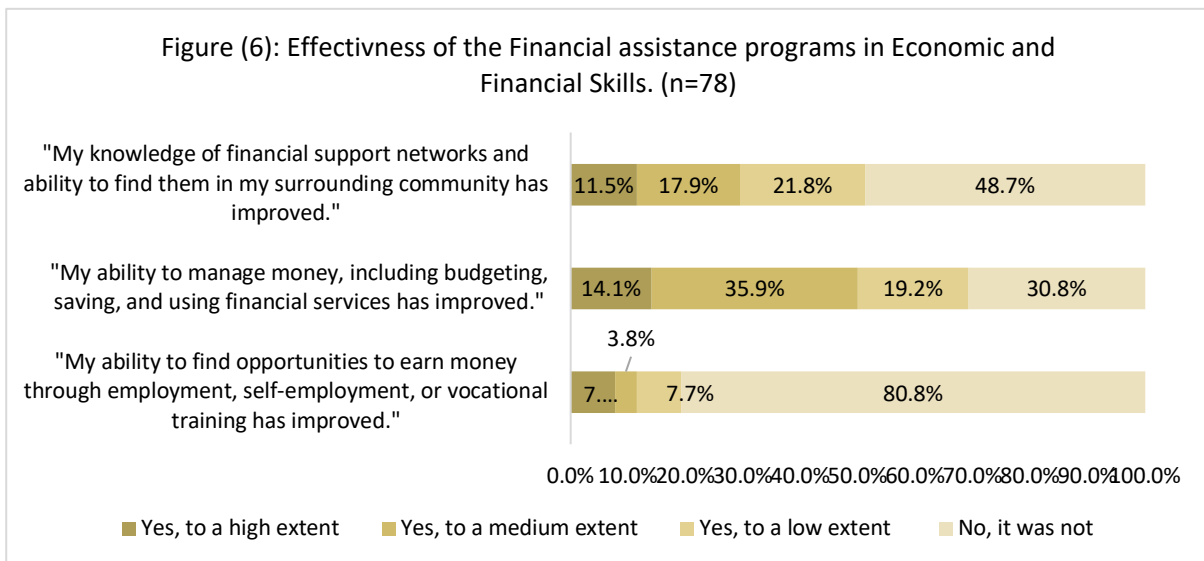


- This was also echoed by the women participants in the FGDs. A number of women participants reported that the project's PSS activities helped them manage emotional stress more effectively. The courses on mental and physical well-being played a crucial role in this improvement. A woman shared, *"I am one of the most frequent attendees at CRP. I used to go*

⁷² Filled results chain shared by CRP on 24th July 2024; CRP narrative reports shared by CRP on May-Aug 2024

through tough times, and participating in these courses relieved my stress and gave me positive energy. I am naturally social and enjoy cooperation and volunteering"⁷³. Another participant elaborated on her experience with a specific course: "During the mind and body course, I was going through a tough period with an injury. Despite my medical condition, I attended the sessions because they meant a lot to me. The breathing exercises taught me to escape my painful reality. These courses set us on the path to awareness, and gradually, you start feeling better and improve your wellbeing"⁷⁴.

→ With regard to financial resilience, CRP third year report indicate that women reported a 90.63% improvement in their financial resilience. However, the evaluation survey results as stated in Figure (6) present a less pronounced effectiveness. Notably, 80.77% of participants did not find at all opportunities to earn money through employment, self-employment, or vocational training. Only 19.23% reported improvement, indicating potential areas for enhancement in job placement and vocational training services. Regarding financial management skills, 69.23% of respondents reported improved capabilities in budgeting, saving, and utilizing financial services. Knowledge of financial support networks and the ability to find them in their surrounding community increased for 51.28% of participants, although nearly half reported no improvement, suggesting a need for more comprehensive financial literacy components.



→ There might be various reasons for the observed difference between the overall financial resilience claimed in the third-year report of CRP and the respondents' evaluation survey data. One of the possibilities is that the results of CRP report reflect the participants' self-estimations that might have felt more empowered in terms of financial management skills despite the lack of actual income generating opportunities at the time of the survey. This implies that although financial literacy increased, translating this into daily usage such as in the acquisition of employment or business remained challenging. The evaluation survey reveals some deficits in

⁷³ FGD 3 with women as primary beneficiaries, Downtown Center, Jun 12, 2024

⁷⁴ FGD 3 with women as primary beneficiaries, Downtown Center, Jun 12, 2024

job placement and vocational training and education, which suggest that more efforts are required to assist women in translating financial literacy into actual employment income.

- FGDs participants’ reflections on the project’s impact on financial resilience was also mixed among women participants. Some reported benefits, while others did not see significant improvements. One participant expressed dissatisfaction with the financial outcomes of bazaar participation, saying, *"Unfortunately the project didn't support my financial resilience because sales are weak during the bazaars"* ⁷⁵. Conversely, two participants found value in these activities, one indicated: *"I benefited from the henna bazaars and now have an income from henna"*⁷⁶ and the other supported *"I received training in making soap and candles. Despite low demand, I started making and selling soap and candles in my community. This initiative boosted my confidence as I began working on something I learned."* ⁷⁷.

Output 2.1



60 female headed households (each family approximately 3 individuals = 180 individuals total) have access to financial assistance on a monthly or bi-monthly basis.



Indicator

Number of female headed households receiving assistance.

- According to the CRP records, the project provided financial assistance to 60 Female-headed Households through the project. The assistance was 37.5 Jordanian Dinar (JoDs) per month per beneficiary.⁷⁸

Output 2.2



At least 200 refugee and vulnerable host community women successfully participated in livelihoods training programs or revenue-generating enterprises.

⁷⁵ FGD 3 with women as primary beneficiaries, Downtown Center, Jun 12, 2024

⁷⁶ FGD 3 with women as primary beneficiaries, Downtown Center, Jun 12, 2024

⁷⁷ FGD 1 with women as primary beneficiaries, Hashemi Shamali Center, Jun 11, 2024

⁷⁸ CRP third year report shared by CRP in July 2024

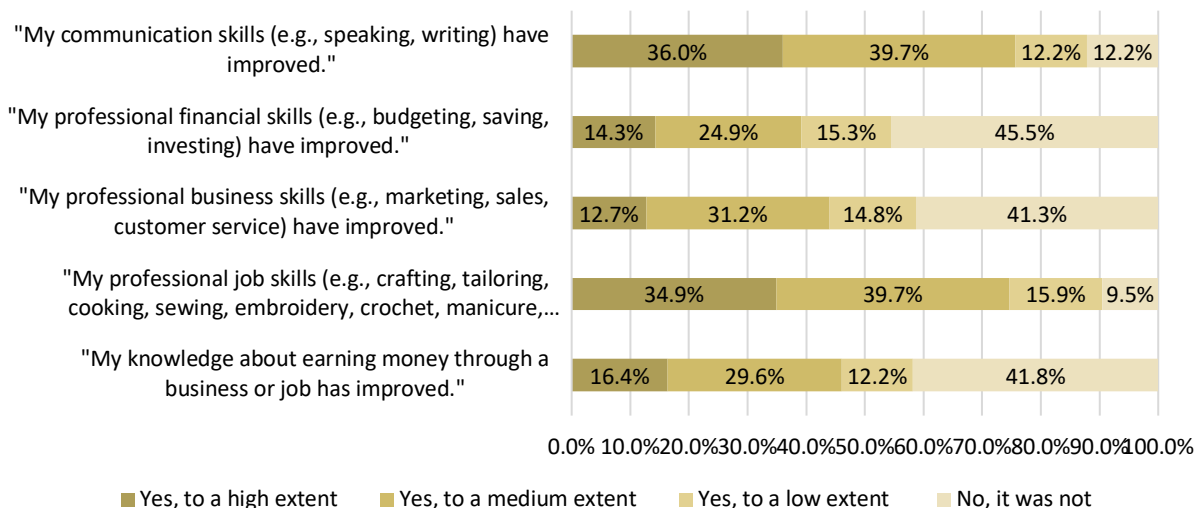


Indicator

80% of livelihood training participants who report improved professional skills or knowledge in revenue-generating enterprise.

- The target is partially met. 413 participants were enrolled in the livelihood programs, which is more than double the lowest targeted amount of women. However, the project reports indicated an average of 68.94% improvement in professional skills or knowledge in revenue-generating enterprise among those participants for the three years, which is below the target.
- The livelihood training provided under the project demonstrated varying degrees of effectiveness across different skill areas for participants. It was particularly successful in enhancing professional skills related to handicrafts and vocational activities, as well as accompanied communication skills. However, it was less effective in improving knowledge in revenue generating enterprise including business and financial skills where a notable percentage of participants reported no improvement in these areas, indicating that while the professional training was generally beneficial in enhancing their skills, additional support and focus may be required to achieve more consistent and widespread improvement in their business skills including marketing, sales and customer service.
- A considerable portion of women survey respondents, 58.20% (110/189), reported improvements in their knowledge of earning money through a business or job after the livelihood training. Only 16.40% experiencing high improvement; 29.63% reporting medium improvement and 12.2% low improvement. In contrast, 41.80% (79) of respondents indicated no improvement in this area.

Figure (7): Effectiveness of Livelihood Training in Skill Development (n=189)



- Professional job skills saw a notable enhancement, with 90.47% (171) of participants reporting improvements between medium and high extent. Similarly, communication skills improved for 87.83% of respondents, with high to low improvements reported as stated in Figure (7).



- According to the CSOs and community members participants in the FGDs, the livelihood trainings used simple and affordable materials for courses such as body care, manicure, resin art, and basic salon skills. This approach allowed participants to gain practical skills without incurring high costs, enabling them to generate income from home⁷⁹.
- In contrast, professional business skills such as marketing, sales and customer service showed more modest gains, with 58.73% of respondents reporting improvements. Financial skills such as budgeting, saving, and investing saw the least improvement, with only 54.50% of participants reporting any level of improvement, and a significant 45.50% noting no enhancement.

Output 2.3



At least 200 refugee and vulnerable host community women successfully participated in psychosocial support programming.



Indicator

80 % of PSS programming participants who report increased emotional resilience after completing the PSS training.

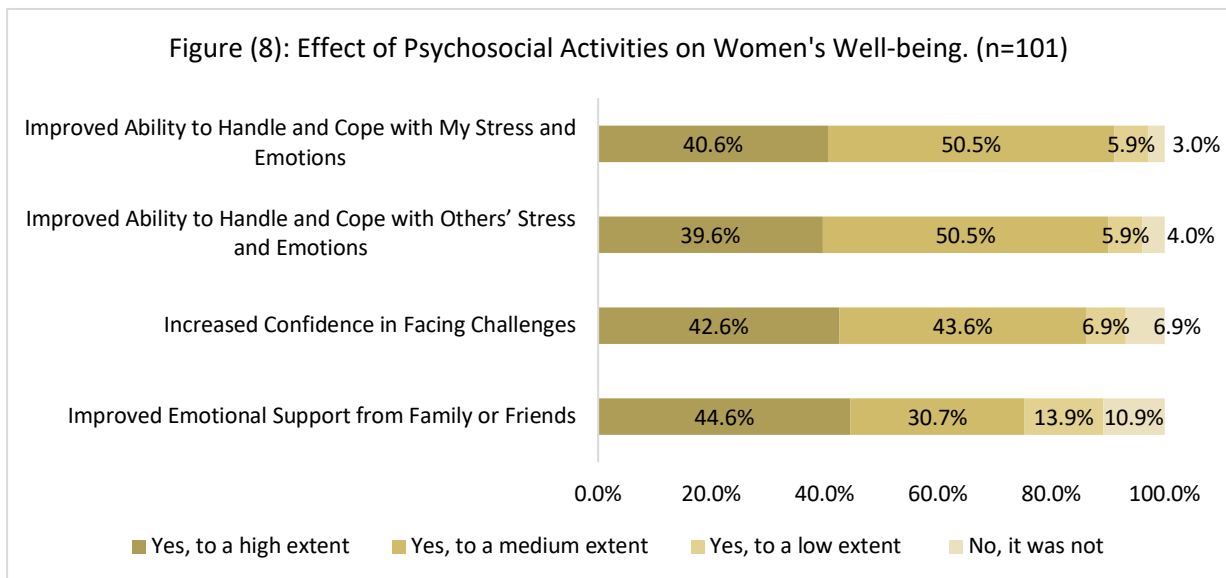
- The target is fully met. According to CRP reports, 354 refugee and vulnerable host community women were enrolled in the psychosocial programs⁸⁰. However, the project reports indicated improvement in emotional resilience after completing the PSS training among those participants for only year one and three, as year two results were not documented. There was a lack of M&E support during year 2 which caused the inaccurate and missing data as mentioned before.
- According to the CRP records, 101 women participated in the psychosocial activities including Mind Body Medicine, Yoga and Art activities. During the evaluation survey, 90.63% of 101 women respondents reported improvements in their emotional resilience. This is further supported by the evaluation survey, where 91.09% of women reported an improvement in their ability to handle stress and emotions from medium to high extent. Additionally, 90.10% of respondents noted an improved ability to manage the emotions and pressures of others, demonstrating the project's success in fostering emotional intelligence and interpersonal skills from medium to a high extent. 86.13% of respondents also reported that their participation enhanced their capacity to face challenges from medium to a high extent. Furthermore, 72.27% of participants experienced from medium to high extent improved emotional support from

⁷⁹ FGD 4 with CSOs and members of community-based groups/members as secondary beneficiaries, Downtown Center, Jun 12, 2024

⁸⁰ Filled results chain shared by CRP on 24th July 2024; CRP narrative reports shared by CRP on May-Aug 2024

family and friends, indicating a positive shift in their social support networks. The detailed results of the participants' level of improvement are presented in Figure (8).

→ This was echoed by the FGDs participants who saw the PSS courses as effective, providing practical advice on managing household needs and interacting with children. Participants valued the transparency and confidentiality in these sessions, which allowed them to discuss sensitive issues openly and learn from each other's experiences⁸¹. One of the participants in the FGDs stated, *“Many of us were suffering from psychological pressures and personal problems, but meeting with the trainers gave us high psychological motivation. For me, my thinking became positive, and I moved away from negativity due to the trainers' guidance and advice”*⁸². However, some women suggested that more frequent and varied courses are needed to address evolving life skills and needs and highlighted the importance of continuously updating the curriculum to reflect current challenges⁸³. A number of men also benefited from the PSS courses, which they found crucial for dealing with the pressures of being refugees⁸⁴. For instance, according to the project's technical team, the "Mind and Body" program saw high registration, indicating strong demand and appreciation for its simple, accessible techniques. Participation remained high, particularly among Sudanese and Somali individuals, even without transportation incentives⁸⁵.



⁸¹ FGD 1 with women as primary beneficiaries, Hashemi Shamali Center, Jun 11, 2024; FGD 3 with women as primary beneficiaries, Downtown Center, Jun 12, 2024

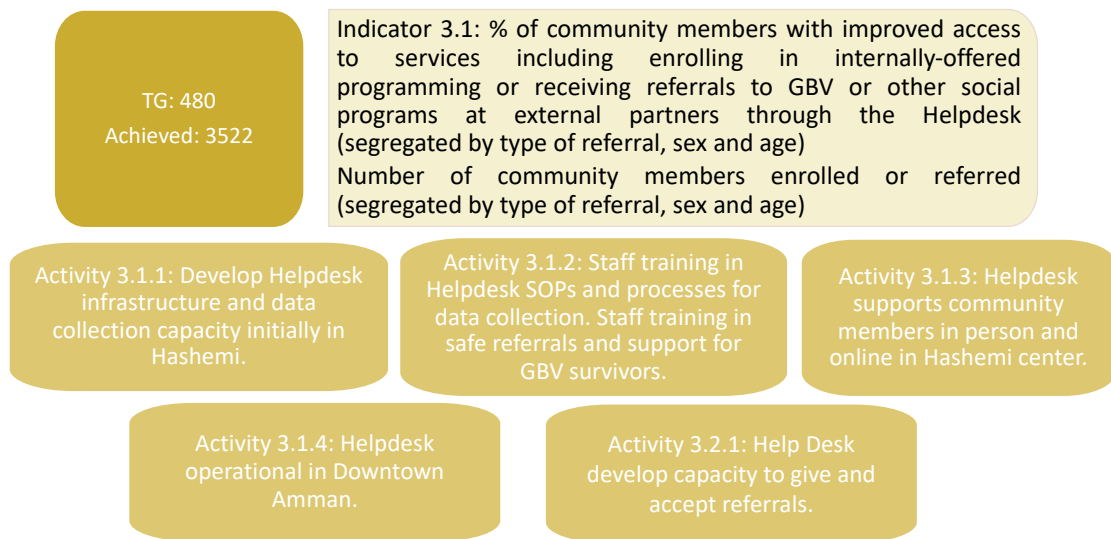
⁸² FGD 1 with women as primary beneficiaries, Hashemi Shamali Center, Jun 11, 2024

⁸³ FGD 1 with women as primary beneficiaries, Hashemi Shamali Center, Jun 11, 2024; FGD 3 with women as primary beneficiaries, Downtown Center, Jun 12, 2024

⁸⁴ FGD 2 with men as secondary beneficiaries, Hashemi Shamali Center, Jun 11, 2024

⁸⁵ KII 2 with the technical team, in person, Jun 10th, 2024

Outcomes 3 : Community members improve their help-seeking behavior.



→ With regard to outcome 3, according to CRP reports, the target was exceeded. According to Outcome indicator 3.1, a target of 480 community members was stipulated. However, 3522 participants were enrolled or referred to other services⁸⁶. The available disaggregated data is shown in the table below:

Year	Total Enrolled	Women Enrolled	Men Enrolled	Age (Years)	Referrals	Women Referrals	Men Referrals	Referral Types
Year 1	131	37	94	N/A	18	18	0	Medical (9), Basic Needs (9)
Year 2	1,630	1,077	553	1-9: 152, 10-19: 513, 20-24: 143, 25-59: 774, 60+: 79	97	N/A	N/A	Household Emergency Cash Assistance, PSS Services, SGBV-related Legal Services, Medical Assistance, Disability and Child Development Therapy

⁸⁶ Filled results chain shared by CRP on 24th July 2024; CRP narrative reports shared by CRP on May-Aug 2024

Year 3	1,537	993	544	Women : 1-9: 61, 10-19: 271, 20-24: 104, 25-59: 520, 60+: 31; Men: 1-9: 80, 10-19: 294, 20-24: 44, 25-59: 109, 60+: 13	109	48	61	Medical, PSS, Legal Referrals
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- The project effectively improved access to services for the majority of participants, with notable gains in awareness and enrolment in CRP activities. A total of 3,298 individuals were enrolled in internally offered programming including those funded by UN Trust Fund such as GBVAP seminars, LiA seminars, Livelihoods activities, and PSS sessions in addition to other funded activities such as educational programs, income-generating initiatives, recreational activities, and services such as daycare and preschool, all aimed at supporting the diverse needs of the community⁸⁷.
- 224 were also referred to external social and medical services through the Help desk. These referrals included support for medical and basic needs, emergency cash assistance, PSS, and specialized assistance such as disability and child development therapy, as well as legal services⁸⁸.
- According to the project team, the Help desk at CRP has been effective in facilitating access to various services, initially catering to 200-250 individuals twice a week for financial aid, food coupons, and free training. This high demand led to the move of financial and food assistance applications online, reducing foot traffic and allowing more focused attention on training registrations⁸⁹. Beneficiaries' needs are assessed individually to ensure confidentiality, with violence cases referred to specialists and other cases directed to appropriate support organizations. The Help desk promotes its services through word-of-mouth from beneficiaries and updates on the “CRP Arabia” Facebook page^{90 91}.

⁸⁷ Follow up call with CRP project team on August 18th, 2024

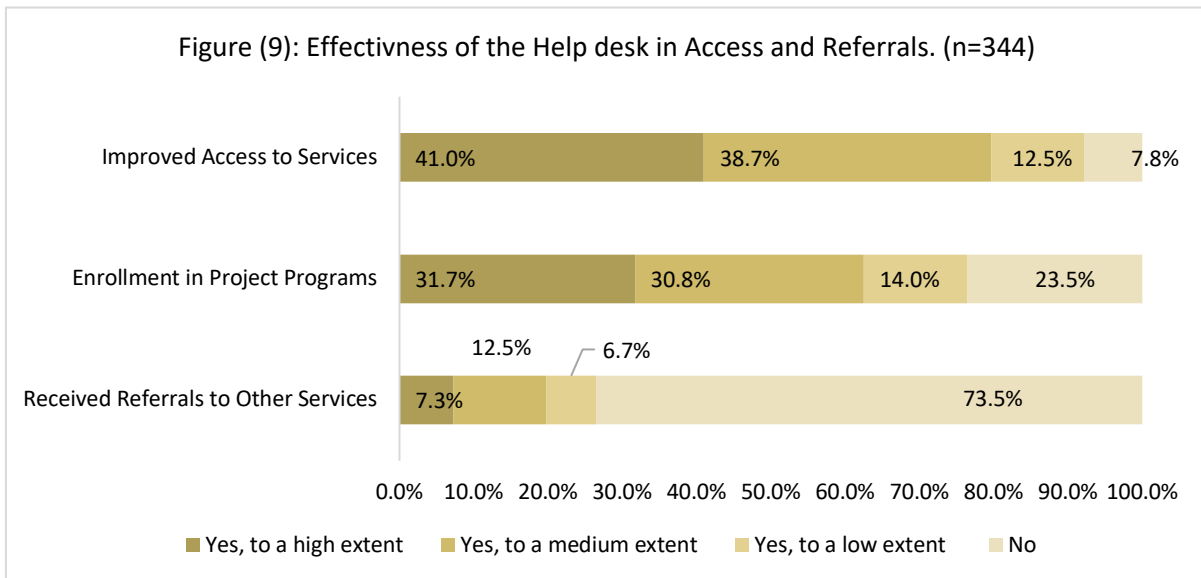
⁸⁸ project filled results chain shared by CRP on 24th July 2024

⁸⁹ KII 4 with the Help desk focal point, in person, Jun 10th, 2024; KII 1 with the project lead, in person, Jun 10th, 2024

⁹⁰ “CRP Arabia” Facebook page: <https://www.facebook.com/p/CRP-in-Arabic-100064903505472/>

⁹¹ KII 4 with the Help desk focal point, in person, Jun 10th, 2024

→ The project improved participants' access to services, as reflected in the evaluation survey data. A majority of women respondents in the survey, 79.65%, out of 62 women reported improved access to services to a medium or a high extent, as seen in Figure (9).



→ Women in the FGD of the Hashemi Shamali Center, highlighted that referral improved their access to various support services. They found the Help desk particularly useful for registering for courses and accessing different forms of assistance⁹². Also, many of them appreciated the structured referral system, which helped them enroll in training programs, seek financial aid, and access support for GBV cases⁹³. One of the FGD women participants indicated *“The Help desk saved us time by providing information about available programs and their details. Their expertise is valuable in helping us choose the most suitable program.”*⁹⁴.

→ However, the referral process and the Help desk utilization require some enhancement. Currently, the Help desk lacks the capability to track if a beneficiary has previously taken the same course, although trainers often recognize participants⁹⁵. Some women participants in the FGDs in the Downtown Center also claimed that they experienced challenges with the Help desk in terms of communication, follow-up, delays and consistency in receiving aid, such as not receiving follow-up calls or messages about the status of their applications⁹⁶. A participant mentioned that it was easy to register for courses like the gender course but noted inconsistencies in receiving other forms of assistance such as financial assistance⁹⁷. This situation underscores the need for a more robust referral system that clearly informs vulnerable individuals about the available services and the mechanisms for accessing them. Proper orientation and transparent communication are essential to ensure that beneficiaries

⁹² FGD 1 with women as primary beneficiaries, Hashemi Shamali Center, Jun 11, 2024

⁹³ FGD 1 with women as primary beneficiaries, Hashemi Shamali Center, Jun 11, 2024

⁹⁴ FGD 3 with women as primary beneficiaries, Downtown Center, Jun 12, 2024

⁹⁵ KII 4 with the Help desk focal point, in person, Jun 10th, 2024

⁹⁶ FGD 3 with women as primary beneficiaries, Downtown Center, Jun 12, 2024

⁹⁷ FGD 3 with women as primary beneficiaries, Downtown Center, Jun 12, 2024

apply for and receive the appropriate services, thereby reducing frustration and managing expectations.

- Similarly, men provided mixed feedback, while some appreciated the Help desk's efforts in providing information about available programs, highlighting that the Help desk made it easier to learn about and register for courses such as language, sports, and vocational training, yet others expressing the need for better communication to ensure they are aware of all community projects and programs offered⁹⁸.
- Overall, based on the survey results, the vast majority of participants, 82.85%, stated that they would highly recommend the Help desk at CRP to their family and friends to benefit from the services offered. Only a small percentage, 4.94%, would not recommend it or would do so to a low extent, indicating high satisfaction with the services received.

Output 3.1



At least 380 beneficiaries are served by the Help Desk program through internal program registration (i.e. registration in education, vocational training, basic needs assistance, and PSS services).



Indicator

Number of community members enrolled in CRP programming (i.e. basic needs assistance, PSS programs, educational and vocational programs) (segregated by sex and age).



Indicator

% Number of community members satisfied with service received at the Help Desk (segregated by sex and age).

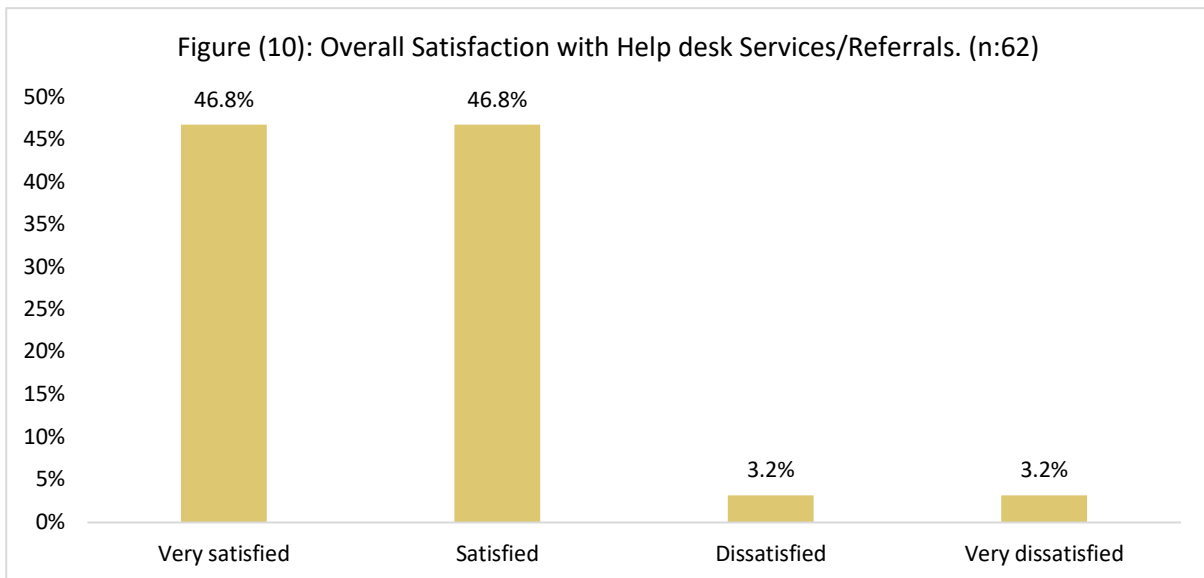
- Target is exceeded. According to CRP data 3204 participants were served by the Help Desk and then enrolled in CRP programming⁹⁹.
- Among the surveyed women in the evaluation, 76.45% of women respondents stated that they registered for other activities offered by CRP through their centers, while 23.55% did not. The Help desk's role was crucial in managing and facilitating these enrolments. However, according to the Help desk representative interviewed, there is room for improvement in tracking and follow-up processes to ensure participants cannot attend the same activity twice¹⁰⁰.

⁹⁸ FGD 2 with men as secondary beneficiaries, Hashemi Shamali Center, Jun 11, 2024

⁹⁹ Filled results chain shared by CRP on 24th July 2024; CRP narrative reports shared by CRP on May-Aug 2024

¹⁰⁰ KII 4 with the Help desk focal point, in person, Jun 10th, 2024

- The evaluation survey respondents who were referred to other services reported a variety of referrals including one-day courses on child protection from social media risks, English language courses, soap making courses, beauty, and computer courses, gender and candle making courses, accessories and nail beauty courses, crochet and nail beauty courses, marketing workshops and sewing courses, drawing and computer courses, food coupons, confectionery courses, and sewing and embroidery courses with the LDS group.
- The overall satisfaction with Help desk services of women who indicated in the evaluation survey that they engaged with the Help desk was high, with 93.65% of respondents expressing satisfaction (47.62% were very satisfied and 46.03% were satisfied). Only 6.34% were dissatisfied or very dissatisfied, as seen in Figure (10). The reasons for dissatisfaction included not being called to take the courses, lack of communication about the courses, course times not being suitable, not getting a turn for referral or benefit, and not receiving requested courses.



Output 3.2



At least 100 referrals for women and girls for GBV prevention and other social or health



Indicator

Number of vulnerable women and girls who access outside referral services, or are referred to PSS or livelihoods programming at CRP from partner agencies (segregated by type of referral and age)

- The target was met. According to CRP data, 116 women and girls were referred to external services¹⁰¹.
- CRP collaborated with 25 CSOs and community groups to enhance the referral system.¹⁰² To ensure a professional and systematic referral process, CRP provided training to partner CSOs and community groups representatives. According to the CSOs in the FGD, the training on GBV and safe referrals provided essential knowledge and facilitated valuable networking opportunities. However, they expressed the need for longer and more detailed training sessions to fully grasp the concepts and apply them effectively. A participant mentioned, "*CRP provides ongoing training, and recently, I received training on GBV and safe referrals*". Another added, "*We learned about the indicators of violence in children, especially those with disabilities who are more vulnerable*"¹⁰³.
- The CSOs involved in the project provided a range of referrals for beneficiaries, including those for GBV cases, medical support, economic empowerment, and educational programs. According to the CSOs, these referrals were comprehensive, addressing immediate support needs and ensuring continuous follow-up. CSOs appreciated the quick responses, efficient case handling, and welcoming reception by the Help desk staff and volunteers. The supportive and adaptive nature of the Help desk staff was particularly highlighted, as they provided ongoing assistance and follow-up. The networking facilitated by the Help desk also helped streamline referrals and enhance service delivery. However, the closure of a WhatsApp group that facilitated information sharing was noted as a hindrance. Reopening the group was suggested to ensure continuous updates and better participant engagement¹⁰⁴.

¹⁰¹ Filled results chain shared by CRP on 24th July 2024

¹⁰² CRP records shared by CRP by email on 24th July 2024

¹⁰³ FGD 4 with CSOs and members of community-based groups/members as secondary beneficiaries, Downtown Center, Jun 12, 2024

¹⁰⁴ FGD 4 with CSOs and members of community-based groups/members as secondary beneficiaries, Downtown Center, Jun 12, 2024



Effectiveness Challenges

- **Gaps in the project Evaluation Matrix:** The CRP Evaluation Matrix presents some notable gaps that could affect its efficacy. Firstly, some indicators, like those measuring willingness to take action or improved leadership skills, are broad and lack specific criteria, making assessment challenging. To address this, it's recommended to define clear, measurable behaviors that constitute these indicators. Secondly, the targets for participation and engagement in activities might be overly ambitious, potentially overlooking cultural, logistical, or personal barriers. Conducting a preliminary assessment to understand these barriers and adjusting targets accordingly can ensure more realistic and achievable goals. Lastly, some indicators lack segregation by gender and age, which can obscure the understanding of how different groups are impacted. Ensuring all indicators are segregated by relevant demographics will provide a clearer and more comprehensive picture of the project's impact on various groups.

- **Coordination and Logistical Issues:** Coordination with government entities and internal adjustments within CRP caused delays and necessitated changes in project activities¹⁰⁵. Additionally, managing large numbers of beneficiaries and conducting extensive outreach efforts posed significant logistical challenges¹⁰⁶. Space constraints and scheduling conflicts with other workshops required relocating sessions and offering flexible timing options to accommodate all participants¹⁰⁷. Other logistical challenges occurred, such as providing transportation and ensuring attendance during adverse weather or busy periods like exams, required adaptive solutions like virtual meetings and flexible scheduling¹⁰⁸.

- **Overlapping Programs from Multiple CSOs:** The effectiveness of GBV prevention activities faced challenges due to an overlap of similar programs offered by various CSOs within the targeted communities. Beneficiaries often received multiple invitations to attend sessions on GBV and women's empowerment, leading to a saturation of these topics. This redundancy caused scheduling conflicts and reduced attendance, as participants felt they were encountering repetitive information. Improved coordination among CSOs is needed to ensure that each program offers distinct value and avoids overwhelming the target audience¹⁰⁹.

- **Community Acceptance and Cultural Sensitivity:** Gaining community acceptance for gender and women's empowerment programs required persistent effort to build trust and participation. Initially, some participants were hesitant or withdrew after learning about the program's nature¹¹⁰. The sensitivity of these topics in a culturally conservative society led to hesitation and reluctance among some participants¹¹¹. Initial resistance to programs like yoga, which were viewed as trivial or unacceptable, required effort to demonstrate their benefits.

¹⁰⁵ KII 2 with the technical team, in person, Jun 10th, 2024

¹⁰⁶ KII 2 with the technical team, in person, Jun 10th, 2024

¹⁰⁷ KII 3 with the technical team, in person, Jun 10th, 2024

¹⁰⁸ KII 2 with the technical team, in person, Jun 10th, 2024

¹⁰⁹ KII 1 with the project lead, in person, Jun 10th, 2024

¹¹⁰ KII 2 with the technical team, in person, Jun 10th, 2024

¹¹¹ KII 1 with the project lead, in person, Jun 10th, 2024

However, this perception changed after participants experienced the positive effects of the programs¹¹².

- **Short Working Hours and High Demand:** The Help desk had short working hours, leading to difficulties in accommodating the large number of beneficiaries needing services. There was a need for more time to accommodate the large number of beneficiaries, as the high demand often exceeded the available capacity¹¹³.
- **Preference for Specific Trainers and Participant Engagement:** Participants showed a preference for certain trainers over others, leading to unbalanced attendance and the need for adjustments in trainer assignments. Ensuring continuous engagement and attendance, especially after long breaks or holidays, required consistent follow-up and adaptation to participant feedback and needs¹¹⁴.
- **Resource Limitations for Practical Implementation:** The project faced challenges in providing participants with the necessary tools to implement their training practically. While participants acquired skills, the lack of tools and materials to start their own businesses limited the full realization of these skills¹¹⁵. "We provide the skills, but we lack the budget to provide the tools needed for participants to start their own businesses"¹¹⁶. One of the women participants in the FGDs indicated "'For craft workshops and various courses, we need to be supplied with basic materials to practice what we have learned and stay engaged. Many of us cannot afford to purchase these materials, although their cost is relatively low"¹¹⁷. Additionally, the project did not provide transportation fees for participants attending different activities, posing a significant challenge and obstacle. This lack of transportation support prevented many participants from attending or completing the training courses¹¹⁸. Moreover, the limited budget sometimes necessitated compromises on the quality of materials, which could affect the overall effectiveness of the livelihood and psychosocial programs¹¹⁹.

Concluding reflection on first Effectiveness Evaluation Question

In summary, the project partially achieved its intended goal, outcomes, and outputs, with notable successes and some areas of underperformance. While the project effectively reached a significant number of women and girls, engaging 3,473 participants against a target of 4,500, it fell short in fully meeting its intended impact. The project successfully implemented 9 community-based initiatives, exceeding participation expectations but delivering fewer projects than originally planned. Key outcomes, such as improved safety from GBV and enhanced well-being, were achieved by a subset of participants, with 79.76% reporting improved well-being and 79.49% reporting increased safety from GBV according to evaluation data. However, challenges in data collection and monitoring, particularly

¹¹² KII 3 with the technical team, in person, Jun 10th, 2024

¹¹³ KII 4 with the Help desk focal point, in person, Jun 10th, 2024

¹¹⁴ KII 2 with the technical team, in person, Jun 10th, 2024

¹¹⁵ KII 1 with the project lead, in person, Jun 10th, 2024


¹¹⁶ KII 1 with the project lead, in person, Jun 10th, 2024

¹¹⁷ FGD 1 with women as primary beneficiaries, Hashemi Shamali Center, Jun 11, 2024

¹¹⁸ FGD 1 with women as primary beneficiaries, Hashemi Shamali Center, Jun 11, 2024; FGD 2 with men as secondary beneficiaries, Hashemi Shamali Center, Jun 11, 2024; FGD 3 with women as primary beneficiaries, Downtown Center, Jun 12, 2024

¹¹⁹ KII 3 with the technical team, in person, Jun 10th, 2024

in the first two years, limited the accuracy of these assessments, suggesting that while the project had a positive impact, its full potential was not completely realized.



Effectiveness

How well have the interventions aligned with the project's objectives and results framework, and to what degree have they achieved the desired outcomes as outlined in the theory of change?

Alignment with Project Objectives and Results Framework

The project's interventions, including gender rights education, GBV prevention seminars, PSS sessions, economic empowerment initiatives, and leadership training, were well-aligned with the objectives and results framework. Each intervention was designed to address specific objectives:

- **Gender Rights Education and GBV Prevention Seminars:** These activities directly supported the project's objective of raising awareness and knowledge about gender-based violence and women's rights. The focus on educating participants about their rights and available resources was central to the project's goal of empowering women and girls to recognize and respond to GBV. This intervention contributed to the outcome of increased knowledge and awareness of GBV, as outlined in the results framework.
- **Leadership Training:** The "Leadership in Action" training focused on developing leadership and advocacy skills among women, aligning with the objective of empowering them to take on leadership roles within their communities. This intervention supported the desired outcome of increased female leadership and community involvement.
- **PSS Sessions:** The PSS sessions aimed to provide emotional and psychological support to women facing stress and trauma, aligning with the project's objective of improving well-being and resilience. These sessions contributed to the desired outcome of enhanced emotional stability and coping mechanisms among participants.
- **Economic Empowerment Initiatives:** Training in skills such as body care, salon techniques, and crafts was intended to increase women's economic independence. This intervention aligned with the objective of reducing financial vulnerability, a critical factor in mitigating GBV risk. The initiatives supported the outcome of increased financial self-sufficiency.
- **Development of Help Desk Infrastructure:** The development of Help Desk infrastructure in Hashemi and Downtown Amman, along with comprehensive staff training in standard operating procedures and referral processes, directly supported the project's goal of enhancing access to support services for women and girls. These activities ensured that community members had reliable and accessible points of contact for assistance, which was critical in fostering a safer and more supportive environment. The focus on building the Help Desk's capacity to manage referrals further strengthened the project's impact, ensuring that women and girls could effectively access the resources they needed.

Gaps in Alignment

While the interventions generally aligned well with the project's objectives and results framework, certain gaps were identified:

- **Comprehensive Indicator Development:** Some indicators, such as those measuring willingness to take action or improved leadership skills, were broad and lacked specific criteria,

making it difficult to fully assess the impact of these interventions. This suggests the need for more precise indicators to better track progress and outcomes.

- **Cultural and Logistical Considerations:** Some participation and engagement targets may have been overly ambitious, potentially overlooking cultural, logistical, or personal barriers that affected participation rates. For instance, conservative attitudes and stigma surrounding GBV may deter participation in GBV prevention programs, especially in refugees' communities. Additionally, logistical challenges such as inconvenient timing and location (facilities) of sessions, especially in CRP with limited free mobility options or high transportation costs, could further hinder access. More tailored interventions considering these factors could improve alignment with the project's goals.

Extent to Which Desired Outcomes Were Achieved


- The project had mixed success in achieving its desired outcomes as outlined in the theory of change. The target of reaching 4,500 primary beneficiaries was not met, with the project reaching 3,473 women and girls over three years. This shortfall highlights a gap in the project's outreach efforts. Furthermore, the project aimed for 725 women and girls to report improved feelings of safety from gender-based violence (GBV) and enhanced general well-being. However, CRP data revealed that only 105 respondents reported such improvements, indicating that the project fell significantly short of its target in this critical area.
- The reported outcomes varied across the three years of the project. In Year 1, 233 women and girls were reached, but only 18 reported improved safety and well-being. The situation was similar in Year 2, where 1,566 women and girls were reached, with only 22 reporting improvements. By Year 3, while the project reached 1,674 women and girls, the number of those reporting improvements rose to 52 out of 63 respondents (82.5% reported improved safety from GBV, and 81% noted better general well-being). Although these figures for Year 3 show a higher percentage of positive outcomes, the low number of respondents (only 63) raises questions about the representativeness of these findings.
- The evaluation also noted significant gaps in the project's monitoring and evaluation (M&E) processes, particularly in Years 1 and 2. The lack of documented data on the number of survey respondents and the reported improvements among them undermines the reliability of the outcomes. The evaluation team was unable to validate the data from these years, as the only available figures were those reported by CRP. This gap in data collection and reporting likely contributed to the project's inability to meet its targets and calls for a more robust M&E system to accurately track progress and outcomes.
- Despite these challenges, the project did make notable contributions to the emotional resilience of participants. According to CRP records from Year 3, 90.63% of women survey respondents reported improvements in their emotional resilience. This is consistent with the evaluation survey results, where 91.09% of women reported an improvement in their ability to handle stress and emotions. Furthermore, 90.10% of respondents noted a better ability to manage the emotions and pressures of others, demonstrating the project's success in fostering emotional intelligence and interpersonal skills. The project also enhanced participants' capacity to face challenges, with 86.13% reporting improvement, and 72.27% of participants experienced enhanced emotional support from family and friends, indicating a positive shift in their social support networks.

- In contrast, the project's impact on financial resilience was less pronounced. CRP's third-year report indicated that women reported a 90.63% improvement in their financial resilience. However, the evaluation survey presented a different picture, with 80.77% of participants reporting that they did not find opportunities to earn money through employment, self-employment, or vocational training. Only 19.23% of respondents reported improvement in their financial resilience, highlighting an area where the project's impact was limited. Additionally, while 69.23% of respondents reported improved capabilities in budgeting, saving, and utilizing financial services, nearly half of the participants did not see any improvement in their knowledge of financial support networks, suggesting a need for more comprehensive financial literacy components.
- FGDs further highlighted the mixed impact on financial resilience. Some women expressed dissatisfaction with the financial outcomes of their participation, particularly in bazaars where sales were weak. Conversely, others found value in the skills they acquired, with participants reporting that they had started generating income from activities such as henna application and soap making. However, these successes were not widespread, and the lack of consistent income-generating opportunities limited the project's overall effectiveness in this area.

Concluding reflections on second Effectiveness Evaluation Question

In summary, while the project had some success in improving emotional resilience and providing valuable training to participants, it did not fully achieve its desired outcomes, particularly in the areas of financial resilience and the overall number of beneficiaries reached. The gaps in monitoring and evaluation further complicate the assessment of the project's impact, indicating a need for stronger data collection and reporting mechanisms in future initiatives.

Project Efficiency



Efficiency

To what extent was the project efficiently and cost-effectively implemented?

This section examines how well resources such as time, money, and effort were translated into achieving intended outcomes. the efficiency of the CRP project is examined across several dimensions, including cost-effectiveness, time management, resource allocation, and financial management.

- **Project's Cost effectiveness:** CRP demonstrated strong cost-effectiveness by efficiently utilizing its allocated resources across all activities, maintaining a delivery rate close to 100% for both project and management costs. For example, in Outcome 1, the project achieved a delivery rate of 99.90%, indicating that expenditures closely aligned with the planned budget.¹²⁰ However, during the project's lifespan, CRP requested budget reallocations twice once at the end of Year 1 and again at the end of Year 2¹²¹. These reallocations were driven by

¹²⁰ CRP third year report shared by CRP in August 2024

¹²¹ CRP project modification request-Budget reallocation year 1 and year 2 shared by CRP in August 2024

delays in activities and the need to address imbalances across budget lines to utilize underspending in areas where additional funds were needed. This highlights the importance of improving initial budgeting through thorough market assessments and consideration of the project's evolving circumstances. While CRP managed resources effectively, better initial budget alignment could reduce the need for such adjustments in the future.

- **Time efficiency:** CRP team demonstrated time efficiency by adhering to the project timeline, ensuring that key activities were completed within the designated period from June 2021 to May 2024. However, some activities were shifted from Year 1 to Year 2, which caused delays in adhering to the original work plan. These adjustments, along with coordination and logistical challenges—such as difficulties in aligning with government entities, managing large numbers of beneficiaries, and dealing with space constraints and scheduling conflicts—contributed to overall delays. Adverse weather conditions also impacted the timely execution of certain activities. Despite these setbacks, all adjustments were made in consultation with the UN Trust Fund¹²².
- **Adaptable Resource Allocation:** According to the project management and technical team interview, the project efficiently managed resource allocation by adhering to specific budgets for trainers and materials which were not always sufficient. For instance, the yoga sessions required covering the floor with foam mats, which was managed within the allocated budget. This approach was applied to other activities as well, ensuring that materials were procured based on available funds and avoiding overspending. Such meticulous budget management ensured that all activities were conducted without exceeding financial limits and was further supported by budget reallocations at the end of Years 1 and 2¹²³.
- **Transparent Financial Management:** As provided by the former Arab states' portfolio managers at the UN Trust Fund, the project maintained a high level of transparency in financial management by consistently updating donors on budget adjustments. Clear communication about spending fostered trust and allowed for flexible reallocations to meet emerging needs. This transparency was crucial in ensuring that the project could adapt to changing circumstances and continue to operate effectively¹²⁴.
- **Use of Local Resources:** Utilizing local resources was a key strategy for cost-effectiveness. According to the project technical team interview, local trainers were more affordable than external ones and brought enthusiasm and relevance to the training. Additionally, providing Training of Trainers (ToT) for volunteers who then conducted the GBV seminars ensured high-quality training within budget constraints. This approach not only reduced costs but also enhanced the cultural relevance of the training¹²⁵.

¹²² KII 1 with the project lead, in person, Jun 10th, 2024; KII 3 with the technical team, in person, Jun 10th, 2024

¹²³ KII 1 with the project lead, in person, Jun 10th, 2024; KII 3 with the technical team, in person, Jun 10th, 2024

¹²⁴ KII 5 with the current and former Arab states portfolio managers at the UN Trust Fund, virtual, Jun 13th, 2024

¹²⁵ KII 2 with the technical team, in person, Jun 10th, 2024; FGD 1 with women as primary beneficiaries, Hashemi Shamali Center, Jun 11, 2024; FGD 3 with women as primary beneficiaries, Downtown Center, Jun 12, 2024

- **Ethical Standards and Safeguarding:** According to the Project Lead, the project requires that all volunteers sign the Code of Conduct, CRP Protection from Sexual Exploitation and Abuse (PSEA), and Child Protection policy¹²⁶ to ensure that all activities, including training delivery, community projects, and Help desk support, were conducted ethically and safely¹²⁷. This commitment to adhering to established standards demonstrated the organization's dedication to ethical practices and safeguarding vulnerable populations, thereby enhancing the project's overall effectiveness
- **Efficient Communication and Project Management:** According to multiple project team members, effective communication and project management were critical to the project's success. The use of remote management tools, weekly reporting, and continuous meetings ensured seamless coordination between the two centers. These methods kept project leads informed about all activities, enabling consistent follow-up and timely decision-making. This structured approach maintained the project's momentum and efficiency¹²⁸.
- **Community Trust and Strategic Engagement:** For the project lead, the strategic location of CRP centers within community neighborhoods fostered trust and accessibility, making it easier for the target population to engage with the programs. The multicultural composition of the staff helped build trust and understanding with the diverse community members. This trust was further reinforced by the staff's welcoming and respectful approach, which made participants feel valued and part of a supportive community. Additionally, the ability to continuously adapt programs based on participant feedback and changing circumstances, such as adjusting schedules and locations, ensured that the programs remained relevant and effective throughout the project¹²⁹.
- **Enhanced Access to Information and Services:** The Help desk has streamlined the process of accessing essential services for women, making it easier to obtain information and support. This centralization has reduced the time and effort required for registration and inquiries¹³⁰. This efficiency has facilitated greater awareness and utilization of resources such as financial aid, vocational training, and GBV support services, ensuring that more women can access the help they need.
- **Enhanced Local Service Provision:** The creation of a robust network through the "Help Desk" initiative has contributed to enhancing service provision for women, enabling a comprehensive and coordinated approach to support. This network, comprising partnerships with local NGOs, has broadened the scope of services available, including financial aid, vocational training, and GBV support, thereby facilitating access to a diverse range of resources through other organizations¹³¹. 17.34% (56/323) of surveyed women have reported their willingness to seek

¹²⁶ Code of conduct, CRP PSEA and Child Protection policy shared by CRP in July 2024

¹²⁷ KII 1 with the project lead, in person, Jun 10th, 2024

¹²⁸ KII 1 with the project lead, in person, Jun 10th, 2024; KII 2 with the technical team, in person, Jun 10th, 2024; KII 4 with the Help desk focal point, in person, Jun 10th, 2024

¹²⁹ KII 1 with the project lead, in person, Jun 10th, 2024; FGD 1 with women as primary beneficiaries, Hashemi Shamali Center, Jun 11, 2024

¹³⁰ FGD 1 with women as primary beneficiaries, Hashemi Shamali Center, Jun 11, 2024; FGD 3 with women as primary beneficiaries, Downtown Center, Jun 12, 2024; KII 4 with the Help desk focal point, in person, Jun 10th, 2024

¹³¹ FGD 4 with CSOs and members of community-based groups/members as secondary beneficiaries, Downtown Center, Jun 12, 2024

help indicating a positive trend toward utilizing these available services. While this percentage reflects progress, it also highlights the need for continued efforts to encourage greater engagement with the resources provided.

Areas of Improvement

Despite the aforementioned efficiency elements, the project encountered various challenges and areas for improvement, as outlined below:

- The CRP Evaluation Matrix presented some notable gaps that could affect its efficacy. Broad indicators, like those for willingness to take action or improved leadership skills, lack specific criteria, making accurate outcome assessment difficult and potentially leading to inefficient resource use. Ambitious targets for participation may overlook cultural or logistical barriers, risking resource allocation toward unattainable goals. Additionally, the lack of gender and age segregation in indicators limits targeted resource use.
- **Challenges in Financial Management:** Budget constraints posed challenges in financial management. The allocated budgets were sometimes inadequate for certain activities, posing challenges in ensuring all expenditures were properly documented. During budget reallocations, adjustments were made to increase budgets for livelihood activities, where additional materials were required to enhance production and accommodate more participants. Underspending and overspending were identified and addressed through these reallocations. By Year 3, budget planning had improved, informed by insights gained from the first two years, leading to a more accurate allocation of resources across all activities¹³². Logistical challenges related to providing necessary resources for various programs, such as arts and crafts materials for PSS activities, were also noted¹³³. For example, arts activities for PSS required expensive materials that had not been initially budgeted for. Additionally, some specialty shops did not provide the necessary invoices or receipts, preventing purchases from these vendors¹³⁴. These constraints highlighted the need for better budget planning and allocation in the design phase to meet the project's diverse needs effectively¹³⁵.
- **Enhance tracking System:** The current system lacks the capability to track whether participants have previously attended similar trainings with CRP. A robust tracking system is crucial for ensuring resources are used optimally, avoiding duplication of efforts, and tailoring training sessions to meet participants' needs more precisely. Implementing a comprehensive tracking system will allow staff to monitor participants' training history, helping to tailor future training sessions more effectively¹³⁶. According to CRP, CRP plans to enhance its Monitoring, Evaluation, and Learning (MEL) system, with discussions scheduled with the leadership team

¹³² Follow up call with CRP project team on August 18th, 2024

¹³³ FGD 1 with women as primary beneficiaries, Hashemi Shamali Center, Jun 11, 2024

¹³⁴ Follow up call with CRP project team on August 18th, 2024

¹³⁵ KII 3 with the technical team, in person, Jun 10th, 2024; KII 1 with the project lead, in person, Jun 10th, 2024

¹³⁶ KII 2 with the technical team, in person, Jun 10th, 2024


to initiate implementation. This enhancement will also be integrated into future grant applications to ensure sustainability¹³⁷.

Concluding reflection on the project's efficiency

In summary, the project was implemented with a high degree of efficiency and cost-effectiveness, utilizing allocated resources effectively across all activities, as demonstrated by a nearly 100% delivery rate for both project and management costs. CRP's ability to reallocate budgets in response to evolving needs ensured financial resources were used optimally, despite initial budgeting challenges. Time efficiency was also maintained, although some delays occurred due to logistical issues. The project demonstrated adaptability in resource allocation, transparent financial management, and effective use of local resources, all contributing to its overall efficiency. However, areas for improvement include better initial budget planning, enhanced tracking systems to prevent duplication of efforts, and more precise outcome indicators to improve resource targeting and impact assessment.

Project's Impact

This section examines elements that assess or contribute to the project's short- and long-term intended and unintended impact.


Impact

To what extent has the project contributed to ending violence against women, gender equality and/or women's empowerment (both intended and unintended impact)?

The project contributed to ending violence against women, promoting gender equality, and empowering women through a variety of targeted activities and initiatives. Key intended accomplishments include:

- **Reduction in Gender-Based Violence (GBV):** The project has led to a notable reduction in GBV among women beneficiaries, with almost half (46.44% (150/323)) of surveyed women reporting a decrease in violence in their surrounding community following their participation in the project activities. This percentage highlights the impact of the project's interventions on directly improving women's safety. Through the GBVAP seminars, most women gained crucial awareness about their rights and learned practical ways to defend themselves against abuse through reporting mechanisms¹³⁸. *“Through the lectures provided by the project, women became more aware of their rights. A colleague of mine was being abused by her husband, and she learned how to defend herself”¹³⁹.*

- **Increase reporting and advocacy Against GBV:** The project has fostered a sense of solidarity among women, with 62.54% (203/323) of women surveyed reported providing support to other women, offering both emotional encouragement and practical advice. This peer support

¹³⁷ Follow up call with CRP project team on August 18th, 2024

¹³⁸ FGD 1 with women as primary beneficiaries, Hashemi Shamali Center, Jun 11, 2024

¹³⁹ FGD 1 with women as primary beneficiaries, Hashemi Shamali Center, Jun 11, 2024

is a crucial outcome, fostering a community where women advocate for each other and promote collective resilience. A woman stated, "I encouraged my neighbor, who her husband was abusing, to seek help from the authorities and not to remain silent"¹⁴⁰. Another woman indicated "My neighbor was facing abuse from her son. We couldn't resolve it ourselves, so we reported it to Family Protection Services, who handled the situation"¹⁴¹. The project also contributed to empowering some women to take proactive steps in reporting and addressing GBV incidents. When asked about the project's influence on their personal actions or decisions, the women surveyed as part of the evaluation reported varied responses. The survey data shows a smaller percentage 20.12% (65/232) of surveyed women reported increased willingness to take action against GBV in the surrounding community. Despite being a small percentage, this still represents an important step toward proactive advocacy. This willingness to act marks a critical step from mere awareness to active engagement in addressing GBV, emphasizing the project's role in encouraging women to confront violence more openly. Furthermore, 15.48% (50/323) of women have reported incidents of GBV, indicating that the project has contributed to empowering women to step forward and address violence, even if further efforts are needed to encourage more widespread reporting. Most of women participants in the FGDs explained that they were equipped with information on how to handle cases of violence and seek help, which has translated into real-life actions, such as reporting violence to authorities and encouraging others to do the same¹⁴². One of the participants indicated "We now have the information and contact details to seek help. For example, our neighbor's son frequently beats his mother. I tried to intervene peacefully, but it didn't work. The neighbors and I agreed to call protection services to step in. Before, I didn't know about these resources, but now I have the information ready"¹⁴³.

- **Enhanced Leadership Skills:** The "Leadership in Action" capacity-building program had a profound impact on enhancing women's leadership skills within the community enabling them to lead initiatives and act as advocates against gender-based violence (GBV). This program has empowered participants to effectively advocate for the rights and well-being of women and girls in their communities. The survey results in Table (6) indicate that the "Leadership in Action" training has impacted women by enhancing their interpersonal communication, advocacy, and project planning skills, which they actively apply in their community activities. The training has also impacted their leadership abilities, resulting in better participation and successful community projects that improve the rights and well-being of women and girls. Women consistently share what they have learned with other community members, fostering a culture of knowledge transfer and skill application. This training was not just theoretical but included hands-on experiences that boosted their confidence and ability to lead. A participant expressed, "The leadership activities empowered us to take on community projects and provide support to other women. It wasn't just about learning; it was about doing and leading"¹⁴⁴.

¹⁴⁰ FGD 1 with women as primary beneficiaries, Hashemi Shamali Center, Jun 11, 2024

¹⁴¹ FGD 3 with women as primary beneficiaries, Downtown Center, Jun 12, 2024

¹⁴² FGD 1 with women as primary beneficiaries, Hashemi Shamali Center, Jun 11, 2024; FGD 2 with men as secondary beneficiaries, Hashemi Shamali Center, Jun 11, 2024

¹⁴³ FGD 3 with women as primary beneficiaries, Downtown Center, Jun 12, 2024

¹⁴⁴ FGD 3 with women as primary beneficiaries, Downtown Center, Jun 12, 2024

Table (6): Impact of leadership training (n; 410)

Statements	Answers	N	Percentage
<i>Kirkpatrick Training Evaluation- Behavior</i>			
I now actively apply the interpersonal and group communication skills learned during the 'Leadership in Action' training in my community activities (N=56 ¹⁴⁵)	Yes, to a high extent	31	55.4%
	Yes, to a medium extent	22	39.3%
	Yes, to a low extent	2	3.6%
	No, it was not	1	1.8%
I now actively use the advocacy techniques and strategies learned during the 'Leadership in Action' training to support my community (N=56 ¹⁴⁶)	Yes, to a high extent	30	53.6%
	Yes, to a medium extent	21	36.5%
	Yes, to a low extent	4	7.1%
	No, it was not	1	1.8%
I now actively use the project planning and execution skills learned during the 'Leadership in Action' training to organize community initiatives/projects (N=56 ¹⁴⁷)	Yes, to a high extent	25	44.6%
	Yes, to a medium extent	22	39.3%
	Yes, to a low extent	3	5.4%
	No, it was not	6	10.7%
<i>Kirkpatrick Training Evaluation – Results</i>			
As a result of the 'Leadership in Action' training and coaching from the project team, I have improved my leadership skills, leading to better participation and leading of community projects (N=56 ¹⁴⁸)	Yes, to a high extent	32	57.1%
	Yes, to a medium extent	20	35.7%
	Yes, to a low extent	2	3.6%
	No, it was not	2	3.6%
The skills I gained from the 'Leadership in Action' training have led to successful community projects that improve the rights and well-being of women and girls (N=56 ¹⁴⁹)	Yes, to a high extent	24	42.9%
	Yes, to a medium extent	18	32.1%
	Yes, to a low extent	5	8.9%
	No, it was not	9	16.1%
I have shared my learning from the 'Leadership in Action' training with other community members and encouraged them to use these skills (N=56 ¹⁵⁰)	Yes, to a high extent	32	57.1%
	Yes, to a medium extent	21	37.5%
	Yes, to a low extent	3	5.4%

→ **Community Engagement and Cultural Change:** The project's emphasis on community engagement led participants to actively contribute to their communities through initiatives addressing key local issues such as women's rights and gender equality. Women who underwent the "Leadership in Action" training spearheaded these projects, applying their

¹⁴⁵ This is the total number of participants in Leadership in Action Seminars and training.

¹⁴⁶ This is the total number of participants in Leadership in Action Seminars and training.

¹⁴⁷ This is the total number of participants in Leadership in Action Seminars and training.

¹⁴⁸ This is the total number of participants in Leadership in Action Seminars and training.

¹⁴⁹ This is the total number of participants in Leadership in Action Seminars and training.

¹⁵⁰ This is the total number of participants in Leadership in Action Seminars and training.

newly acquired skills and fostering a stronger sense of community. One participant highlighted the impact, stating, "*By engaging in community projects, we were able to support other women and address issues that affected us all*"¹⁵¹.

- For example, *Ween Ween* created a community map highlighting essential local resources, improving access to services for women and marginalized groups. Similarly, *Don't Throw It, Give It* established accessible libraries at CRP through book donations, promoting educational opportunities for women and girls. In another initiative, *Don't Give Me a Fish, Teach Me How* provided vocational training for women in cooking and crafting, enabling them to achieve financial independence and support their families. Meanwhile, *Warm Them* combined an awareness campaign on nutritious winter food with clothing distribution, particularly benefiting women and children¹⁵².
- To foster social cohesion and support networks, *That's Me* hosted cultural events that brought together refugees and host community members, promoting understanding and equality. *Your Presence is Blessed* organized a week of activities to engage and support seniors, many of whom are women, enhancing community care. Additionally, *Our Hands Make Plants* involved participants in greening spaces at elderly homes and schools, empowering women to take on environmental stewardship roles. Finally, *Green* promoted self-sufficiency through small-scale gardening, while *Pass By* introduced the community to free public spaces for leisure, ensuring women and families have access to safe, communal areas, reinforcing social equality and inclusion.
- **Improved Social Connections and Enhanced Community Support:** The project's interventions have contributed to strengthening social connections and community support systems for women. Involvement in supportive groups, community initiatives, and the establishment of new social networks have been instrumental in mitigating feelings of isolation among participants and maintaining their wellbeing. This engagement not only provided essential emotional support but also fostered a sense of belonging and understanding, critical factors for emotional well-being. According to surveyed women, 31.89% (103/323) of respondents reported an increase in support from family and neighbors following their participation in the project. This reinforced support network plays a pivotal role in enhancing women's emotional and physical well-being, equipping them with the necessary backing to confront issues such as violence and discrimination. One women participant articulated this positive shift, stating, "*The community around me, including my family and neighbors, now supports women more after attending gender-focused seminars*"¹⁵³. The project also catalyzed an apparent increase in respect and cooperation from men towards women. This shift was particularly evident among men participants in the GBVAP and "Leadership in Action" seminars, who demonstrated greater support for the women in their lives¹⁵⁴.

¹⁵¹ FGD 3 with women as primary beneficiaries, Downtown Center, Jun 12, 2024

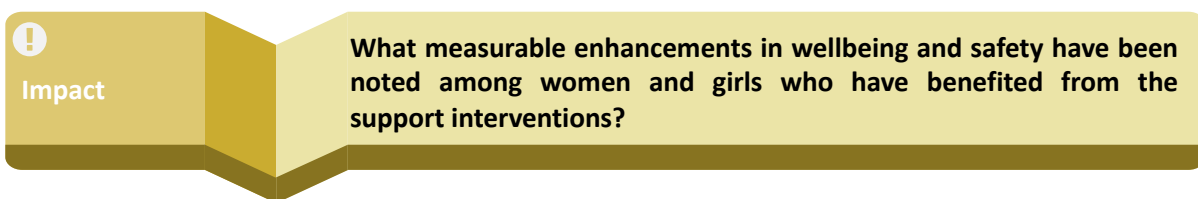
¹⁵² LiA overview shared by CRP in July 2024

¹⁵³ FGD 1 with women as primary beneficiaries, Hashemi Shamali Center, Jun 11, 2024

¹⁵⁴ FGD 2 with men as secondary beneficiaries, Hashemi Shamali Center, Jun 11, 2024

Unintended Positive Impacts

- **Shift in Gender Roles:** The GBVAP seminars further contributed to some shifts in gender roles within individual households, particularly in promoting more respectful communication and conflict resolution. These seminars have been instrumental in building a supportive network where women feel safer and more valued. One male participant noted, "*Participating in the courses led me to share household responsibilities and support my wife's financial endeavors*"¹⁵⁵. Another male participant remarked, "*My attitude towards women working in factories has changed; I am now more supportive, provided the work environment is safe and respectable*"¹⁵⁶. These observations suggest that the project's initiatives contributed to evolving perceptions of gender roles among participants.



The project has led to a notable improvement in both the well-being and safety of women and girls in the refugee and host communities, as evidenced by enhanced financial stability, emotional well-being, and increased community support and protection measures. Below are the key accomplishments:

- **Financial Resilience and Stability:** The project positively impacted the financial stability of a number of participants through livelihood programs and providing avenues for economic participation, with 35.29% (114/323) of surveyed women through the evaluation who took part in the livelihood activities reporting better financial stability, though not widespread impact on participants' economic security. The reported average improvement of 68.94% in professional skills related to revenue-generating enterprises indicates an apparent impact on increasing participants skills needed to engage in income-generating activities.
- However, the impact was not uniformly experienced across all areas. While many participants benefited from the training, 41.80% of surveyed women did not see improvement in their ability to earn money through a business or job, pointing to areas where the project's impact was less pronounced. The practical skills training was effective in enabling income generation, but the modest gains in more advanced business skills such as marketing, sales, and financial management suggest a need for further support in these areas.
- Furthermore, the project fell short in translating financial literacy into tangible income generating opportunities. According to the evaluation survey, 80.77% of participants did not find opportunities to earn money through employment, self-employment, or vocational training. This gap suggests that while participants may have felt more financially knowledgeable, the project did not have an impact in linking this knowledge to practical outcomes, such as job placement or successful entrepreneurship.
- Women participants in FGDs also reported:

¹⁵⁵ FGD 2 with men as secondary beneficiaries, Hashemi Shamali Center, Jun 11, 2024

¹⁵⁶ FGD 2 with men as secondary beneficiaries, Hashemi Shamali Center, Jun 11, 2024

- **Skill Development and Economic Empowerment** Women who were enrolled in the livelihood programs and received vocational training in sewing, embroidery, and others reported more stable and reliable income streams. Participants gained new skills and techniques, which enabled them to improve their craftsmanship and produce goods independently. Some women could further start home-based businesses or find employment in related fields by applying their newly acquired skills¹⁵⁷. One of the women participants indicated *"I learned how to sew, and this skill helped me start a home-based business, which improved my financial situation and supported my family"*¹⁵⁸. Another one stated *"I benefited from the henna bazaars and now earn income from offering henna at events"*¹⁵⁹.
- However, while some participants benefited from activities like henna bazaars and soap-making, others expressed dissatisfaction with the financial returns, highlighting the need for better market access and sales strategies¹⁶⁰.
- **Increased Financial Resilience and Self-Sufficiency** Participants have reported an enhanced ability to balance financial responsibilities and manage resources effectively. The courses helped them learn how to organize their time and prioritize both work and home responsibilities, leading to better financial planning. One participant stated, *"The courses taught me to balance work and home life, which helped me better manage my time and financial responsibilities"*.¹⁶¹ Another woman stated, *"I know many women who attended project's sewing courses and gained skills that allowed them to start earning an income, which boosted their financial independence"*¹⁶².

To achieve a more comprehensive impact, the project needs to strengthen its focus on connecting participants with concrete economic opportunities. This includes enhancing job placement services, expanding vocational training tailored to market demands, and providing more robust support for entrepreneurship.

→ **Emotional Wellbeing:** The project positively impacted emotional well-being for the women participants through the PSS programs. Half of surveyed women (51.39%, (166/323)) who indicated that they attended PSS programs indicated improved psychological and emotional states. During the FGDs, the women participants reported:

- **Enhanced Problem-Solving and Emotional Resilience:** Women experienced an improvement in their ability to handle problems with a more positive and logical approach. This included better emotional control and increased resilience in facing difficult situations, leading to a stronger capacity to manage stress and anxiety¹⁶³. One of the participants

¹⁵⁷ FGD 1 with women as primary beneficiaries, Hashemi Shamali Center, Jun 11, 2024

¹⁵⁸ FGD 1 with women as primary beneficiaries, Hashemi Shamali Center, Jun 11, 2024

¹⁵⁹ FGD 3 with women as primary beneficiaries, Downtown Center, Jun 12, 2024

¹⁶⁰ FGD 1 with women as primary beneficiaries, Hashemi Shamali Center, Jun 11, 2024

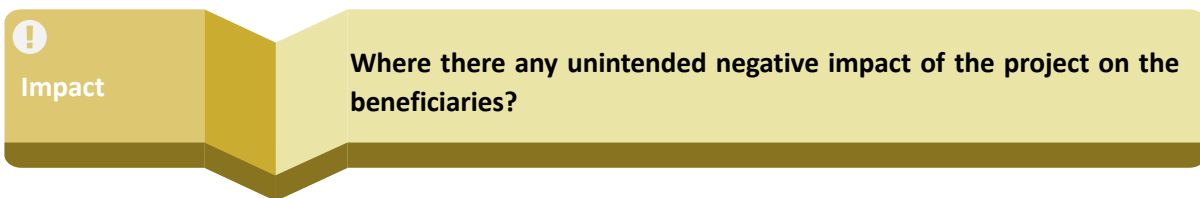
¹⁶¹ FGD 3 with women as primary beneficiaries, Downtown Center, Jun 12, 2024

¹⁶² FGD 3 with women as primary beneficiaries, Downtown Center, Jun 12, 2024

¹⁶³ FGD 1 with women as primary beneficiaries, Hashemi Shamali Center, Jun 11, 2024; FGD 3 with women as primary beneficiaries, Downtown Center, Jun 12, 2024

indicated, *“Practicing yoga helped relieve stress and physical pain, giving me positive energy that makes me more emotionally resilient”*¹⁶⁴. Another woman participant indicated *“The Mind and Body course helped me deal with my physical pain and emotional challenges, teaching me breathing exercises that took me out of my painful reality”*¹⁶⁵.

- **Increased Self-Confidence and Empowerment:** Many women gained greater self-confidence and a sense of empowerment through discovering their potential, enhancing their decision-making skills, and developing a better understanding of their emotions. This newfound confidence also helped them engage more effectively with others. One of the participants indicated, *“I gained confidence and independence, realizing that I am capable of more than just household duties. This newfound self-assurance helped me engage more actively in community activities”*¹⁶⁶.



While the project aimed to empower women and promote gender equality, it inadvertently caused some unintended negative impacts, including household tensions and psychological stress in some cases. These issues arose from misunderstandings and resistance to changing gender roles. The following points detail these consequences as provided by the discussions in the beneficiaries FGDs and project team’s KIs.

- **Household Tensions and Resistance to Change:** The project’s efforts to empower women and promote gender equality inadvertently led to tensions within some households. This tension stemmed primarily from half of the men participants (5/10) participated in the FGD with men who felt threatened by the potential shift in traditional family dynamics. Concerns were voiced that, as women gained more awareness and assertiveness, men felt that their traditional male roles and authority might be undermined. Some men feared that women might overstep their roles, leading to disruptions in household harmony. This resistance to change was evident in the FGDs with men, where male participants expressed anxiety over losing their traditional positions within the family structure¹⁶⁷.
- **Psychological Stress and Misinterpretation of Gender Roles:** Introducing new concepts of gender equality and empowerment caused psychological stress for some participants, particularly women. The project's initiatives, while aiming to boost confidence and awareness, also brought about anxiety as individuals struggled to balance these new roles with traditional expectations. Additionally, there were cases where the project's objectives were misunderstood; some participants interpreted the promotion of gender equality as a call for

¹⁶⁴ FGD 1 with women as primary beneficiaries, Hashemi Shamali Center, Jun 11, 2024

¹⁶⁵ FGD 3 with women as primary beneficiaries, Downtown Center, Jun 12, 2024

¹⁶⁶ FGD 3 with women as primary beneficiaries, Downtown Center, Jun 12, 2024

¹⁶⁷ FGD 2 with men as secondary beneficiaries, Hashemi Shamali Center, Jun 11, 2024.

women to completely abandon traditional roles, leading to confusion and, at times, resistance. This misinterpretation and the resultant stress highlight the challenges faced when shifting societal norms and underscore the need for careful communication and support¹⁶⁸. This was also supported by few women participants in the FGDs, one of the participants indicated “*For me, my concepts changed. I was a shy person, and my husband was very controlling over me. Now I don't allow that and tell him that control doesn't suit me. I struggled at first, especially since he told me that I changed because of these courses, but I told him that the courses made me more aware and open to the world.*”¹⁶⁹

Concluding reflection on the project’s impact

In summary, the project contributed to reducing gender-based violence (GBV) and promoting gender equality. Nearly half of the surveyed women reported a decrease in violence within their communities, reflecting the impact of GBV prevention seminars and awareness campaigns. Additionally, the "Leadership in Action" training empowered women to take on leadership roles and advocate for women's rights. However, the project's overall impact on ending violence varied, indicating the need for sustained efforts and broader engagement. The project also positively impacted the well-being and safety of women and girls, particularly through its PSS programs and livelihood initiatives. A number of women reported improved emotional well-being and financial stability. However, the impact on financial resilience was limited, with many participants not experiencing improvements in their ability to earn money, highlighting the need for stronger economic empowerment efforts.

Furthermore, the project’s focus on gender equality and empowerment led to unintended household tensions and psychological stress. Some men resisted changes to traditional gender roles, causing strain within families. Additionally, some participants misunderstood the project's goals, leading to confusion and anxiety. These challenges underscore the need for cultural sensitivity and ongoing support to help participants navigate these changes.

Sustainability

The programme has taken several strategic steps to ensure the continuity of Programme outcomes and benefits as below:

- **Establishment of the Help Desk:** the establishment of the Help Desk which has been pivotal in ensuring the sustainability of service delivery focused on women's empowerment and GBVAP. The Help Desk provides dedicated spaces for beneficiaries to inquire about services, register, and receive referrals to internal programs or partner CSOs. CRP continues

¹⁶⁸ KII 3 with the technical team, in person, Jun 10th, 2024; FGD 2 with men as secondary beneficiaries, Hashemi Shamali Center, Jun 11, 2024

¹⁶⁹ FGD 1 with women as primary beneficiaries, Hashemi Shamali Center, Jun 11, 2024

to operate the Help Desk beyond the project, seeking funding from other donors to maintain this essential service, CRP has secured multiple grants aimed at continuing its key activities, such as PSS programming, emergency assistance, and women's livelihoods. The diversity of these grants, including partnerships with organizations like Amna Refugee Healing Network, Salamah Initiative, Australia's Direct Aid Program and the Church of Latter-Day Saints, reflects a robust strategy for financial sustainability¹⁷⁰.

- **Training and Capacity Building for Help Desk Staff and Volunteers:** Training for volunteers and staff is crucial for maintaining service quality and ensuring sustainability. The training provided through the project equips staff and volunteers to handle various cases effectively, fostering a supportive ecosystem for sustained program delivery. This ongoing training ensures that staff and volunteers can independently continue serving beneficiaries beyond the project. Skilled and knowledgeable personnel are essential for the effective delivery of support services and the coordination of beneficiary registrations.
- **Development of Reusable Materials:** The project invested in the creation of comprehensive materials for GBV and Leadership in Action (LiA) programs, which are designed to be reused in future activities. This approach ensures that the resources developed during the project have a lasting impact, as they can be applied in subsequent initiatives without the need for additional development costs. By creating reusable content, the project not only supports the ongoing relevance and application of its work but also enhances the sustainability of its educational and advocacy efforts. These materials can continue to serve as valuable tools for training, awareness-raising, and community engagement, helping to maintain the momentum of the project's goals well beyond its initial duration¹⁷¹.
- **Infrastructure practices for PSS Activities:** The establishment of the yoga room, initially funded by the project, serves as a good infrastructure investment for some PSS activities. This space, originally designed for yoga sessions, now supports a wider range of PSS sessions, including Zumba and other forms of physical exercise¹⁷².
- **Skills Development and Entrepreneurship Livelihood Training Programs:** Such as those in sewing and embroidery, help participants start small home-based businesses, ensuring the continuity of skills and economic benefits. These trainings should provide practical skills that can be applied to generate sustainable income. To support long-term impact, it is essential to prioritize continued training and capacity building, as 74.61% of surveyed women identified continued training and capacity building as the most critical factors for sustaining the benefits of the project.
- **Community support and Collaborations with Local Organizations:** Such as grassroots CSOs and community groups, foster a supportive ecosystem for sustained referrals and support services. This integration ensures continuous support for beneficiaries even after the project's completion. Surveyed women identified the community support importance

¹⁷⁰ Follow up call with CRP project team on August 18th, 2024

¹⁷¹ Follow up call with CRP project team on August 18th, 2024

¹⁷² Follow up call with CRP project team on August 18th, 2024

in sustainability of the project, with 50.46% of respondents. Surveyed women also identified the need for Government assistance with 46.75% of respondents as necessary for sustainability, indicating the need for institutional backing and resources to support the continued success of the project's initiatives.

- **Knowledge Transfer to Participants and Their Communities:** Many participants reported using the knowledge gained from the project to help others in their communities. Women shared their learning on effective parenting and dealing with adolescents, reflecting the practical application of knowledge. For instance, one participant now advises women on handling teenagers and preventing them from dropping out of school. Skills learned, such as crafting and embroidery, were also passed on to family members and others, creating a ripple effect of knowledge transfer¹⁷³. One participant taught her sister-in-law to make accessories, which they now sell from home¹⁷⁴. According to survey responses from targeted women, 90.4% of participants believe that the positive changes brought about by the project will continue, with 50.77% to a high extent and 39.63% to a medium extent. A smaller portion, 4.64%, expect the changes to continue to a low extent, while only 4.95% do not believe the changes will last.

- While the above points are critical for ensuring the sustainability of the outcomes, still the sustainability of the Help Desk and other services is heavily dependent on continued funding. Ensuring a stable funding stream is crucial for maintaining the essential services provided by the Help Desk¹⁷⁵. Furthermore, introducing regular focus groups or follow-up sessions with participants is essential for maximizing the long-term benefits of the training. These sessions would provide a platform to track participants' progress, address any challenges they encounter, and gather feedback for continuous improvement. This systematic follow-up ensures that the training's impact is sustained and that participants continue to benefit from the skills and knowledge acquired¹⁷⁶.

Concluding reflection on the project's sustainability

In summary, the sustainability of the project's outcomes depends on a combination of infrastructure, training, resource development, and ongoing support. Key measures, such as establishing the Help Desk, continuous staff training, developing reusable materials, and investing in infrastructure like the yoga room for PSS activities, have been critical in extending the project's benefits. Efforts to secure diverse funding and build community support have also been vital. However, the long-term sustainability of these initiatives is uncertain due to their reliance on continued external funding. To strengthen the sustainability of the impact, the project could have included measures such as establishing support groups within the community that last beyond the project's duration, fostering more collaboration with local organizations, and creating hubs for Leadership in Action (LiA) leaders to continue supporting their communities. Maintaining stable funding and implementing ongoing follow-up with participants is also crucial for sustainability.

¹⁷³ FGD 3 with women as primary beneficiaries, Downtown Center, Jun 12, 2024

¹⁷⁴ FGD 3 with women as primary beneficiaries, Downtown Center, Jun 12, 2024

¹⁷⁵ KII 4 with the Help desk focal point, in person, Jun 10th, 2024

¹⁷⁶ KII 2 with the technical team, in person, Jun 10th, 2024; FGD 2 with men as secondary beneficiaries, Hashemi Shamali Center, Jun 11, 2024

Knowledge generation



Knowledge generation

To what extent has the project generated knowledge, promising or emerging practices in the field of EVAW/G that should be documented and shared with other practitioners?

The project has generated knowledge and promising practices in the field of EVAW/G that should be documented and shared with other practitioners. Key areas include:

- **Community-Driven Initiatives:** The "Leadership in Action" program stands out as a promising practice where women were empowered with leadership skills, enabling them to take active roles in their communities. This initiative promoted gender equality and fostered a grassroots approach to GBV prevention, which is highly relevant for practitioners working in similar cultural contexts. Furthermore, CRP developed new curricula for leadership programs, which remain available for future use in other projects. A specialized consultant was hired to develop these materials, and trainers were trained to ensure effective delivery. However, these training materials are generally not shared with participants, focusing on internal use for training sessions¹⁷⁷.
- **Integrated Support Systems:** The establishment of a Help Desk providing comprehensive services for the surrounding community of CRP, including legal, psychosocial, and medical referrals, is another notable practice. This model of a centralized support system that connects GBV survivors with necessary services is an innovative approach that has proven effective in ensuring timely support.
- **Adaptive Financial Management:** The project demonstrated effective adaptive management by reallocating budgets based on evolving needs and challenges. This flexibility in resource allocation allowed the project to remain responsive to the community's needs, ensuring the sustained impact of the interventions. This practice highlights the importance of flexible financial planning and management in the successful implementation of EVAW/G projects.
- **Sharing of Information and Skills:** The project facilitated the sharing of information and skills among participants, particularly women. A considerable number of survey respondents (51.39%) indicated that they shared their knowledge extensively with others, discussing topics such as women's rights, self-defense techniques, and methods for dealing with GBV with their neighbors, family members, and friends. Another 24.77% shared their knowledge to a medium extent, often during family gatherings or casual conversations, stressing the importance of awareness and preventative measures against GBV. A smaller portion, 6.50%, shared their insights to a low extent, mainly with close acquaintances. The shared knowledge frequently included practical skills from training sessions, such as handling GBV situations, understanding women's legal rights, and supporting other women through personal counseling techniques¹⁷⁸.

¹⁷⁷ KII 1 with the project lead, in person, Jun 10th, 2024

¹⁷⁸ FGD 3 with women as primary beneficiaries, Downtown Center, Jun 12, 2024

The sharing of information and skills among participants, particularly women, is a positive outcome of the project, as it extends the impact of the training beyond the initial participants and into the broader community. The fact that participants felt confident and motivated to share what they learned is an indicator of the project’s effectiveness in not only educating individuals but also fostering a sense of responsibility to protect and empower others.

Statements	Answers	N	Percentage
<i>Knowledge generation</i>			
To what extent have you shared any information or skills learned from the project with others? (N=323 ¹⁷⁹)	Yes, to a high extent	166	51.4%
	Yes, to a medium extent	80	24.8%
	Yes, to a low extent	21	6.5%
	No, I have not	56	17.3%

- **Project tools used in Informing Others about GBV Prevention:** Surveyed women identified the valuable tools of the project for educating others about preventing GBV. Training sessions were highlighted by 63.78% of respondents for their practical knowledge and skills, which were easy to share with others. Workshops were also deemed valuable by 32.51% of participants for their interactive nature, which facilitated in-depth discussions and skill-building activities. Personal counseling sessions were identified by 35.6% of respondents as significant for offering tailored advice and support that could be relayed to others facing similar issues. Brochures and handouts, mentioned by 14.24% of participants, served as useful tools for spreading awareness and providing tangible information.
- **Informal knowledge Sharing and Community Awareness:** Informal methods of sharing knowledge included seminars and the presence of CSOs, which serve as hubs of information on GBV. The project’s reports and success stories are shared with donors, contributing to annual reports and communication products, although specific knowledge products have not been prominently featured¹⁸⁰.
- **However, there was a Limitation in Formal Sharing with Other Organizations:** There was a notable gap in the formal sharing of knowledge with other organizations. Although informal discussions occurred during referral meetings with local NGOs, there was no structured process to systematically share the project's learnings and achievements. The project lead confirmed that while results and accomplishments were discussed, these insights were not systematically disseminated to other NGOs¹⁸¹. This gap underscores the need for a structured knowledge-sharing matrix to engage various stakeholders, inform future programming, and identify target communities effectively.

¹⁷⁹ This refers to the total number of participants excludes 66 participants who did not participate in any activity, and 21 participants from the help disk.

¹⁸⁰ KII 5 with the current and former Arab states portfolio managers at the UN Trust Fund, virtual, Jun 13th, 2024

¹⁸¹ KII 1 with the project lead, in person, Jun 10th, 2024; KII 2 with the technical team, in person, Jun 10th, 2024



Knowledge generation

How can these unique strategies be effectively shared with other practitioners?

To effectively share the emerged practices utilized within the project with other practitioners, below are the suggested mechanisms based on surveyed results and the discussion with the project team:

- **Formal Knowledge-Sharing Events:** Establish structured mechanisms for sharing knowledge with other organizations, such as workshops, seminars and events. Although informal discussions occur with local NGOs, there is a need for practical sharing of best practices and lessons learned.
- **Collaboration with NGOs:** Collaborate with other NGOs to integrate the project's practices into broader programs. Joint initiatives can help adapt and apply the successful approaches to different contexts, ensuring that the practices are scalable and relevant to various settings.
- **Online Sharing: Continue to** utilize online platforms to share the project's practices through social media and a dedicated resource hub on the organization's website. This approach will broaden access to these insights, making them available to a wider audience and ensuring that the practices can be adopted by practitioners in various locations.
- **Development and Distribution of Comprehensive Training Materials:** Document and share successful strategies and methods through comprehensive training materials and curricula. CRP developed leadership curricula, which should be shared with other organizations to promote best practices. Currently, these materials are used internally and are not shared with participants.

Concluding reflection on the project's knowledge generation

In summary, the project generated key knowledge and promising practices in the field of EVAW/G, such as the "Leadership in Action" program, which empowered women to take leadership roles in their communities. The Help Desk model, offering integrated legal, psychosocial, and medical support, proved effective in connecting GBV survivors with necessary services. Adaptive financial management and widespread knowledge sharing among participants further amplified the project's impact, making these practices valuable for documentation and dissemination. To share these practices effectively, formal knowledge-sharing events like workshops and seminars should be organized. Collaborations with other NGOs can help integrate these approaches into broader programs, ensuring scalability. Additionally, online platforms and comprehensive training materials should be utilized to make these insights accessible to a wider audience, promoting the adoption of successful strategies in EVAW/G initiatives.



Gender Equality and Human Rights



Gender Equality and Human Rights

Cross-cutting criteria: the evaluation should consider the extent to which human rights based and gender responsive approaches have been incorporated through-out the project and to what extent.

This section evaluates how effectively the project integrated human rights-based and gender-responsive approaches. It examines the incorporation of these principles into the project's design, implementation, and evaluation, as well as the challenges faced in ensuring inclusivity and equitable participation.

- The project effectively integrated gender equality and human rights topics into its training and orientation sessions. These subjects were embedded in various project activities, including psychological support sessions and practical exercises like yoga. For example, discussions on human rights and gender equality were held before engaging in psychosocial activities like yoga, ensuring that participants could connect theoretical knowledge with practical exercises. This integration reinforced participants' understanding and application of gender equality and human rights principles. One staff member explained, "*Before we start yoga, we talk about human rights and gender equality to connect the theory with practice*"¹⁸².
- As a result, both women and men reported an increased awareness of their rights and responsibilities, highlighting the importance of gender equality in everyday life and the need for equal performance and work opportunities across genders. One participant mentioned, "*Our communication with people changed, we talked in detail about the rights of women, men, and children. Equality in performance and work between men and women*"¹⁸³.
- Recognizing the importance of involving men in GBV prevention, the project facilitated programs specifically designed to engage men. These programs aimed to foster a deeper understanding of GBV issues among men, promoting more supportive behaviors within their communities. However, future projects should consider tailoring the curriculum to further alleviate fears that traditional male roles and authority might be challenged, thereby preventing potential disruptions in household harmony.
- Training sessions focused on human rights and gender equality, coupled with practical applications, empowered both women and men. The project emphasized shared responsibilities between genders in all related project activities, helping to dismantle traditional gender roles and promote behavioral changes. By ensuring that men and women work together equally, the project reinforced learning through practical applications. A staff member noted, "*We do not look at gender when assigning tasks, but rather ensure both men and women work hand in hand*"¹⁸⁴.

¹⁸² KII 3 with the technical team, in person, Jun 10th, 2024

¹⁸³ FGD 3 with women as primary beneficiaries, Downtown Center, Jun 12, 2024

¹⁸⁴ KII 2 with the technical team, in person, Jun 10th, 2024



- The provision of a kindergarten at the CRP premises demonstrated a practical commitment to gender perspectives and human rights. This facility enabled women, particularly those with young children, to participate in the project's activities without worrying about childcare. By addressing this common barrier to women's participation, the project not only encouraged greater attendance but also supported the right to education and personal development, further aligning with gender equality and human rights principles.
- The M&E process incorporated inclusive, gender-sensitive approaches. The project collected feedback from women and girls using various methods, such as paper-based feedback forms, in-depth interviews (IDIs), and focus groups. This approach ensured that the perspectives of women and girls were integral to evaluating and improving the project.
- Despite these efforts, the project faced challenges in fully accommodating PWDs. The CRP locations were not fully accessible to PWD, as many facilities had stairs or lacked necessary accommodations for PWDs, such as ramps, sign language interpreters, visual aids, or specialized equipment. Furthermore, there were no community projects specifically targeting this group or including them in the targeted audience. Additionally, mothers of children with disabilities were unable to bring their children to the kindergarten because the kindergarten was not inclusive and unable to accommodate children with disabilities, which limited their participation in the project's activities.
- **Better Distribution of Protocols for Handling Special Cases:** Handling special cases such as GBV or gender identity issues required more structured protocols. The Help desk manual emphasized confidentiality and appropriate referrals for special cases and there were written protocols for handling these cases. However, during the evaluation team field visits, volunteers stated that they were unaware of the manual and relied on their training and judgment, leading to potential inconsistencies. Continuous training on service provision was provided, but the lack of simple written instructions meant existing procedures were not effectively communicated to Help desk volunteers, leading to inconsistencies in handling such cases.¹⁸⁵

Concluding reflection on gender equality and human rights

In summary, the project effectively integrated human rights-based and gender-responsive approaches throughout its activities, embedding gender equality and human rights topics in training sessions, psychosocial support, and practical exercises. This approach enhanced participants' understanding and application of these principles, with efforts to involve men in GBV prevention fostering a more inclusive community dynamic. However, challenges persisted in fully accommodating people with disabilities (PWDs), as many project locations lacked necessary accessibility features, and there was a need for better communication and distribution of protocols for handling special cases like GBV to ensure consistency in service delivery.

¹⁸⁵ KII 4 with the Help desk focal point, in person, Jun 10th, 2024

CONCLUSIONS

Evaluation Criteria	Conclusions
Overall	<p>Overall, the project made important progress in promoting gender equality, empowering women, and reducing gender-based violence within the target communities. It effectively provided participants with essential knowledge and skills, fostering a supportive community environment. The project’s relevance is evident in its focus on critical areas such as psychological support, vocational training, and leadership development.</p> <p>However, the project faced challenges in monitoring and evaluation, financial stability, and inclusivity. Limited data collection early on hindered a complete impact assessment, and not all participants saw improvements in financial stability. Additionally, the project did not fully accommodate persons with disabilities, highlighting areas for future improvement.</p> <p>While the project managed resources efficiently and laid the groundwork for sustained outcomes, its long-term success will depend on securing continued funding and addressing identified gaps. Moving forward, a focus on improving data accuracy, financial support, and inclusivity will be crucial for maximizing the project's impact.</p>
Effectiveness	<p>Overall, the project partially met its targets in terms of reaching its intended beneficiaries and achieving its desired outcomes. While the project successfully engaged a significant number of women and girls, falling slightly short of the initial target, the overall impact on safety from GBV and general well-being was mixed. Although the project demonstrated effectiveness in improving participants' knowledge and confidence, particularly in fostering self-support, family support, and community engagement, the monitoring and evaluation process faced challenges. Limited survey data, particularly in Years 1 and 2, hindered a comprehensive assessment of the project's impact, leading to discrepancies between reported outcomes and evaluation findings.</p> <p>Additionally, while the project exceeded targets in some areas, such as community-based projects, the variation in participant responses regarding safety and well-being highlights the need for more robust data collection methods to accurately capture the project's full impact. Despite these challenges, the project succeeded in empowering women and fostering a supportive community environment, though future efforts should focus on improving data accuracy and addressing barriers to participation to enhance overall effectiveness.</p>
Relevance	<p>Overall, the project’s activities were highly relevant to addressing the needs of women participants, as evidenced by strong survey endorsements and positive feedback. Furthermore, the project comprehensive approach remains highly relevant to their needs and priorities. The focus on essential topics such as gender, rights, and empowerment filled a crucial knowledge gap and provided women with the skills needed to begin their</p>

	<p>empowerment journey. Additionally, the project addressed psychological well-being, with PSS sessions offering significant relief and motivation. Economic empowerment activities, like vocational training, enabled participants to gain financial independence, which is critical for reducing GBV. The "Leadership in Action" training and Help desk services were particularly valuable, equipping women with leadership and advocacy skills while providing vital support and communication channels. However, there was a noted gap in addressing contextual specific employment rights and financial security issues, pointing to potential areas for further development.</p>
<p>Efficiency</p>	<p>Overall, the CRP project demonstrated strong cost-effectiveness and time efficiency by effectively utilizing resources and adhering to timelines, despite challenges such as activity delays and the need for budget reallocations. The project managed to maintain close alignment between expenditures and planned budgets, while also adapting to emerging needs through transparent financial management and the strategic use of local resources. Ethical standards and efficient communication further supported the project's success. However, the project faced challenges with broad indicators, budget constraints, and logistical issues, highlighting the need for improved initial budgeting, better-targeted resource allocation, and a robust tracking system to optimize future interventions.</p>
<p>Sustainability</p>	<p>Overall, the sustainability of the project's outcomes is supported by a strong belief among participants, with 90.4% confident in the continuation of positive changes. Key strategies include the establishment of a Help desk, which serves as a hub for inquiries, registrations, and referrals, and ongoing training for staff and volunteers to maintain service quality. Skills development, particularly in areas like sewing and embroidery, has enabled participants to start small businesses, while community support and collaborations with local organizations have created a supportive ecosystem for sustained services. However, the project's long-term success is heavily dependent on securing continuous funding to maintain these essential services.</p>
<p>Impact</p>	<p>Overall, the project has successfully contributed to notable positive changes in the targeted community, particularly in the areas of ending violence against women, promoting gender equality, and empowering women. Through a comprehensive approach involving awareness campaigns, advocacy, leadership training, and support services, the project has fostered an environment where women feel safer, more empowered, and better supported.</p> <p>Reduction in GBV: 46.44% of surveyed women reported reduction in reported GBV incidents among participants, highlighting the effectiveness of the GBVAP seminars in educating women about their rights and self-defense.</p>

	<p>Increased Reporting and Advocacy Against GBV: The project empowered women to report GBV incidents (15.48%) and increased their willingness to take action (20.12%). Additionally, 62.54% of women provided peer support, fostering a culture of advocacy within the community.</p> <p>Enhanced Leadership Skills: The "Leadership in Action" program improved women's communication, advocacy, and project planning skills, enabling them to lead community projects and share knowledge effectively. 57.1% of participants reporting improved leadership skills, leading to successful community initiatives that promote women's rights and well-being.</p> <p>Community Engagement and Cultural Change: The project encouraged participants to address local issues, particularly around women's rights and gender equality. This engagement fostered a sense of community and increased support among participants.</p> <p>Financial Resilience and Stability: However, the impact was not uniformly experienced. While 35.29% of women reported improved financial stability, a significant portion (41.80%) did not see improvement in their ability to earn income, indicating the need for more targeted economic empowerment strategies. Moreover, the project's success in increasing financial literacy did not fully translate into tangible income-generating opportunities, with 80.77% of participants unable to find employment or self-employment opportunities.</p> <p>Emotional Wellbeing: PSS programs significantly improved emotional wellbeing, with 51.39% of surveyed participants in PSS programs reporting better psychological states and increased resilience.</p> <p>Unintended Positive Impacts: The project led to a positive shift in gender roles, encouraging more equitable household dynamics and increased support from men for women's financial independence.</p> <p>Unintended Negative Impacts: The project also caused unintended household tensions and psychological stress due to shifting gender dynamics, underscoring the need for careful communication and support.</p>
<p>Knowledge Generation</p>	<p>Overall, the knowledge-sharing component of the project has demonstrated considerable potential in promoting best practices and fostering a culture of learning within the community. While the informal sharing of skills and information among participants has been effective, there is a clear need for a more structured approach to disseminating the project's valuable insights and methodologies. Establishing formal knowledge-sharing mechanisms, such as workshops, collaborations with NGOs, and online platforms, will ensure that the lessons learned and</p>

	successful practices are widely accessible and can be adapted to various contexts.
Gender Equality and Human Rights	Overall, the project successfully integrated gender equality and human rights into its training and activities, emphasizing the importance of these principles in daily life and promoting shared responsibilities across genders. Both theoretical discussions and practical applications, such as psychological support sessions and yoga, were used to reinforce these values. This approach led to increased awareness among participants, both women and men, about their rights and the importance of equality. Additionally, the inclusion of a kindergarten on the premises facilitated greater participation from women with young children, demonstrating a commitment to addressing gender-specific barriers. The M&E processes included gender-sensitive methods to ensure inclusive feedback. However, the project did face challenges, particularly in fully accommodating PWDs, indicating areas for further improvement in promoting inclusivity.



RECOMMENDATIONS

While the project achieved its objective, the evaluation team identified some factors needing further improvement. Below is a list of key recommendations to assist the Project design and planning for similar interventions in the future.

Evaluation Criteria	Recommendations	Relevant Stakeholders (Recommendation made to whom)	Suggested timeline (if relevant)
Effectiveness	<ul style="list-style-type: none"> → Enhance Coordination and Logistical Planning: Establish a dedicated coordination focal point within CRP to streamline communication with government entities and other stakeholders, reducing delays and ensuring smoother project adjustments. → Implement a centralized scheduling system to manage space and timing conflicts and explore partnerships with local venues to accommodate larger groups. To address transportation challenges, consider offering transportation stipends or coordinating group transport options for participants, particularly during adverse weather or busy periods like exams. Additionally, increase the use of virtual meetings to maintain participation and flexibility. → Improve Coordination Among CSOs: Develop a collaborative framework with other CSOs to align program content, schedules, and target group. Establish a shared calendar and regular coordination meetings to ensure that 	CRP management team, local CSOs	



	<p>each organization offers complementary rather than overlapping programs, enhancing overall program effectiveness and participant engagement. This will help to diversify the learning opportunities available and avoid overwhelming the community with repetitive information.</p>		
	<p>→ Establish Formal Protocols for Safe Intervention in GBV Cases: Develop and implement formal guidelines for safe intervention in GBV cases. These protocols should address fears of retaliation and provide clear steps for community members to support victims safely and effectively</p>	CRP management team	
	<p>→ Extend Help desk Hours: Extend the working hours of the Help desk to accommodate more beneficiaries, particularly during peak times. This will improve access to project activities and services, accommodating the high demand and logistical constraints faced by beneficiaries.</p> <p>→ Develop and refine a Beneficiary Tracking System: Develop and refine CRP tracking system to monitor beneficiaries' participation in courses and services. This system should record each individual's history of service use, including courses taken, assistance received, and referrals made. This will help ensure that beneficiaries receive the appropriate level of support and prevent redundancy in service provision.</p> <p>→ Enhance Communication and Follow-Up Procedures: Improve communication channels and follow-up processes to ensure timely and consistent updates to beneficiaries regarding their applications and service requests. This could include automated messaging systems for reminders and status updates, as well as a dedicated hotline for inquiries.</p> <p>→ Strengthen Training for Help desk Staff: Provide additional training for Help desk staff focused on customer service, effective communication, and case management. This training should emphasize the importance of consistent follow-up and clear communication with beneficiaries, particularly regarding financial aid and other critical services.</p> <p>→ Increase Digital Outreach and Accessibility: While promoting services through word-of-mouth and social media platforms like "CRP Arabia" on Facebook is effective, consider expanding digital outreach efforts. This could include better utilizing CRP online Help desk crpreg.org or developing a user-friendly mobile app that provides comprehensive information about available services, allows for online registration and follow-up, and offers a secure</p>	CRP Help desk Team	

	<p>platform for beneficiaries to track their applications and service history. This digital expansion will improve accessibility and convenience for all participants.</p>		
	<p>→ Expand and Diversify PSS Programs: To continue fostering emotional resilience and support among participants, CRP should expand the PSS programs to include more frequent sessions and a broader range of topics. This expansion should address evolving life skills and the specific needs of different demographic groups, such as refugees. Additionally, updating the curriculum regularly to reflect current challenges and incorporating feedback from participants will ensure the content remains relevant and effective. The project team should also consider offering specialized sessions for men, focusing on managing the unique pressures they face, and increasing access to these programs by providing transportation support where needed. This approach will enhance the overall impact of the programs and ensure comprehensive support for all participants.</p>		
	<p>→ Expand Business Skill Development Programs: Enhance the curriculum of existing training programs by integrating advanced modules on marketing, sales, and customer service. This expansion should include practical workshops, role-playing exercises, and case studies that allow participants to practice and refine these skills. The project team should also consider inviting guest speakers from successful businesses to share insights and best practices, thereby enriching the learning experience.</p> <p>→ Strengthen Financial Literacy Training: Implement specialized financial literacy courses focusing on critical areas such as budgeting, saving, and investing for women participants in the livelihood programs. These courses should offer both basic and advanced levels to cater to participants' diverse needs and should include hands-on exercises, such as creating personal budgets and investment plans. Additionally, consider providing participants with access to financial tools and resources, such as budgeting apps or financial counseling, to support their learning and application of these skills.</p>	<p>CRP Management, Donors</p>	
<p>Relevance</p>	<p>→ Continuously assess and adapt project activities to align with the evolving needs and priorities of women and girls, particularly in areas such as job opportunities, employment rights, and financial stability. Establish regular feedback mechanisms to identify and address any gaps in service</p>	<p>CRP Management Team</p>	

	<p>delivery, ensuring a more reliable and transparent experience for all participants.</p>		
	<p>→ Scale up the project's successful interventions based on this evaluation to reach a broader population of GBV survivors, ensuring inclusivity and that no survivors are overlooked in the efforts to address GBV.</p> <p>→ Accessibility Audits and Infrastructure Upgrades: Conduct an accessibility audit of all project locations to identify physical barriers that might prevent persons with disabilities (PWDs) from participating fully in project activities. Based on the audit findings, implement necessary infrastructure upgrades to ensure that all facilities are fully accessible.</p>	CRP Management Team, Partner CSOs, INGOs	
Efficiency	<p>→ Establish a Contingency Fund and Regular Budget Reviews: Allocate a specific percentage of the project budget (e.g., 5-10%) to a contingency fund dedicated to covering unforeseen expenses. Schedule quarterly budget reviews to assess the current financial status and reallocate funds as needed based on project developments and emerging needs.</p>	CRP Management Team, Financial Department	
	<p>→ Systematic Follow-Up: Establish regular follow-up mechanisms, such as surveys or focus groups, to monitor and sustain the long-term impact of training and programs.</p>	CRP M&E Team, CRP Management Team	
	<p>→ Distribution of Protocols: Ensure all staff and volunteers are trained and aware of protocols for handling special cases, especially GBV or gender identity issues, to maintain consistency and safety.</p>	CRP Help desk, Volunteers	
	<p>→ Community Trust and Engagement: Deepen engagement by adapting programs based on continuous feedback and expand outreach to underrepresented groups to enhance community integration.</p>	CRP Community Engagement Team	
Sustainability	<p>→ Develop a long-term operational plan, including partnerships to ensure the continuous operation of the Help desk.</p>	CRP Management Team, Donors, Partner CSOs	
	<p>→ Continue and expand training programs for Help desk staff and volunteers to maintain high service quality and address emerging community needs.</p>	CRP Management Team	
	<p>→ Design future projects to provide comprehensive support, including financial aid, vocational tools and materials and mentorship, to help participants start and sustain small businesses for long-term economic benefits. This support is essential for enabling them to launch their own businesses or engage in income-generating activities.</p>	CRP Livelihood Programs Management Team, Donors	

Impact	→ Establish support networks and peer groups to enhance collective action and support among women in reporting GBV cases.	CRP, Community Leaders	
	→ Strengthen the "Leadership in Action" program by incorporating more practical leadership experiences and mentorship opportunities.	CRP Training Coordinators, Local Leaders	
	→ Create follow-up programs for graduates of the leadership training to ensure sustained application of skills and knowledge.	CRP Project Management	
	→ Facilitate dialogue sessions involving both men and women to address concerns about changing gender roles and promote mutual understanding.	CRP Community Engagement Team, Gender Experts	
	→ Improve the Help desk's reach and efficiency by increasing staffing and resources, ensuring all inquiries and referrals are managed promptly.	CRP Help desk Management	
Knowledge Generation	→ Develop and distribute comprehensive training materials and curricula. Establish formal knowledge-sharing protocols, including workshops and conferences, to facilitate systematic exchanges of best practices.	CRP Management Team	
	→ Utilize digital platforms for webinars, e-learning modules, and digital libraries. Encourage community-based knowledge sharing through organized events and local champions to ensure practical application and wider dissemination.	CRP Management Team	
Gender Equality and Human Rights	<p>→ Integrate discussions on gender equality and human rights into all project activities, including those not specifically focused on gender issues. This includes incorporating practical applications that reinforce these principles. Encourage equal participation and shared responsibilities in community and project tasks to promote a more inclusive and equitable environment.</p> <p>→ Continue to provide training, workshops, and community projects to promote gender equality and respect for human rights. These activities should be tailored to the specific needs of different groups of women and girls, including those with disabilities and refugees.</p>	<p>CRP Management Team</p> <p>CRP Management Team, partner CSOs</p>	

LIST OF ANNEXES

Annex (1): Evaluation Matrix (Annex D of the UN Trust Fund templates)

Annex D: Evaluation Matrix Template

The evaluation matrix is a key tool for the evaluator/s that elaborates how the evaluation questions will be answered through the evaluation methods. This **should** be completed by the evaluator/s and annexed to both the inception report (IR) and evaluation report. It is highly recommended that the matrix includes the UN Trust Fund evaluation criteria and questions. The indicators to measure the evaluation questions should include some of the project's own indicators from the Results and Resources Framework and make use of the end line / final project reports prepared by the grantee organization.

Evaluation Criteria	Evaluation Questions	Indicators	Data Source and Data Collection Methods
<ul style="list-style-type: none"> Effectiveness 	<ol style="list-style-type: none"> To what extent were the intended project goal, outcomes and outputs (project results) achieved and how? How well have the interventions aligned with the project's objectives and results framework, and to what degree have they achieved the desired outcomes as outlined in the theory of change? 	<p><i>Achievement of Project Goal:</i></p> <ul style="list-style-type: none"> Perception of women and girl participants on their (a) safety from GBV and (b) their general well-being (pre and post project engagement) <p><i>Outcome Achievement: percentage of achievement of expected outcomes as per the outcome's indicators as below:</i></p> <ul style="list-style-type: none"> Women and girl participants are reporting improved (a) feeling of safety from GBV and (b) general well-being at the end of the year and in comparison, to the previous year." % of participants who report they would be willing to take action in the community to prevent GBV 	<ul style="list-style-type: none"> KIs with project team members to assess the achievement of project goals and outputs. FGDs with primary and secondary beneficiaries to discuss their perceptions of the effectiveness of interventions. Phone Survey with primary beneficiaries gather data on the satisfaction of overall project effectiveness. Document Review of project results chains and MEL assessments (pre&post) to understand the achievement level of intended project goals and outcomes.

		<p>(segregated by sex and age)</p> <ul style="list-style-type: none"> ▪ Number of participants (at least 50% female) who report willingness to take action in the community" ▪ % of participants involved in community-based projects to improve the rights and wellbeing of women and girls (segregated by sex and age) ▪ Number of participants (at least 50% female)" ▪ % of participants who report improvement in their (a) emotional resilience and (b) financial resilience ▪ % of community members with improved access to services including enrolling in internally offered programming or receiving ▪ referrals to GBV or other social programs at external partners through the Helpdesk (segregated by type of referral, sex and age) <p><i>Output Delivery: Percentage of outputs delivered.</i></p> <ul style="list-style-type: none"> ▪ % of training participants with 	
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		<p>increased knowledge of GBV and strategies for prevention of GBV in the community (segregated by sex and age)"</p> <ul style="list-style-type: none"> ▪ % of community members with improved leadership and advocacy skills (i.e. interpersonal and group communication, advocacy, project planning and execution) (segregated by sex and age)" ▪ Number of community projects implemented ▪ Number of community members participating in projects (segregated by sex and age) ▪ Number of female headed households receiving assistance ▪ % of livelihood training participants who report improved professional skills or knowledge in revenue-generating enterprise" ▪ % of PSS programming participants who report increased emotional resilience after completing the PSS training 	
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		<ul style="list-style-type: none"> ▪ Number of community members enrolled in CRP programming (i.e. basic needs assistance, PSS programs, educational and vocational programs) (segregated by sex and age) ▪ Number of community members satisfied with service received at the Help Desk (segregated by sex and age)" ▪ Number of vulnerable women and girls who access outside referral services, or are referred to PSS or livelihoods programming at CRP from partner agencies (segregated by type of referral and age) 	
<ul style="list-style-type: none"> ▪ Relevance 	<ol style="list-style-type: none"> 3. To what extent do the achieved results (project goal, outcomes and outputs) continue to be relevant to the needs of women and girls? 4. To what extent were the interventions aligned with the priorities and 	<ul style="list-style-type: none"> ▪ Needs Alignment: Degree to which project outcomes align with current needs and priorities of the target group. ▪ Adaptability: Evidence of project's adaptation in response to changing needs and circumstances of the target population. 	<ul style="list-style-type: none"> ▪ <i>Phone Survey to gather data on project's alignment with the current needs of women and girls.</i> ▪ <i>FGDs with primary and secondary beneficiaries to explore the project's alignment with the current needs of women and girls.</i>

	contextual factors of the target population?		
<ul style="list-style-type: none"> ▪ Efficiency 	<p>5. To what extent was the project efficiently and cost-effectively implemented?</p>	<ul style="list-style-type: none"> ▪ Cost per Beneficiary: Total project expenditure divided by the number of beneficiaries (based on designed activities). ▪ Budget Utilization: Percentage of budget utilized against planned expenditures over the project timeline. ▪ Time Efficiency: Measure of any deviations from the planned project timeline. 	<ul style="list-style-type: none"> ▪ <i>Field Visits to observe the efficiency of activity implementation directly.</i> ▪ <i>KIIs with project staff to discuss financial management and resource utilization.</i>
<ul style="list-style-type: none"> ▪ Sustainability 	<p>6. To what extent will the achieved results, especially any positive changes in the lives of women and girls (project goal level), be sustained after this project ends?</p>	<ul style="list-style-type: none"> ▪ Continuation of Benefits: percentage of beneficiaries who continue to apply skills or benefits gained from the project post-completion. ▪ Institutionalization: Number of project initiatives adopted by local organizations ▪ Capacity Building: Extent to which local partners or beneficiaries can continue project activities independently. 	<ul style="list-style-type: none"> ▪ <i>Phone Survey and FGDs with primary and secondary beneficiaries to discuss long-term impacts and the sustainability of benefits.</i> ▪ <i>Field Visits to observe sustainability beyond activity implementation.</i> ▪ <i>KIIs with project staff to discuss the project approach for sustainability.</i>

<p>▪ Impact</p>	<p>7. To what extent has the project contributed to ending violence against women, gender equality and/or women’s empowerment (both intended and unintended impact)?</p> <p>8. What measurable enhancements in wellbeing and safety have been noted among women and girls who have benefited from the support interventions?</p> <p>9. Where there any unintended negative impact of the project on the beneficiaries?</p>	<ul style="list-style-type: none"> ▪ Reduction in GBV Incidences: Statistics on GBV incidences pre- and post-intervention within the target group. ▪ Behavioral Changes: Changes in attitudes and behaviors related to GBV. ▪ Empowerment Levels: Changes in empowerment levels of women and girls, assessed via empowerment scales. 	<ul style="list-style-type: none"> ▪ <i>Phone Survey to measure changes in empowerment, behavior, and incidence of GBV.</i> ▪ <i>FGDs with primary and secondary beneficiaries to gather qualitative insights on personal impacts and changes within the community.</i> ▪ <i>Document review for the MEL assessments (pre&post)</i>
<p>▪ Knowledge generation</p>	<p>10. To what extent has the project generated knowledge, promising or emerging practices in the field of EAW/G that should be documented and shared with other practitioners? new insights, lessons learned, and best</p>	<ul style="list-style-type: none"> ▪ Publications and Reports: Number of knowledge products (reports, policy briefs, best practices) developed and disseminated. ▪ Learning Events: Number of workshops, seminars, or conferences conducted to share knowledge and practices. ▪ Utilization of Findings: Instances of 	<ul style="list-style-type: none"> ▪ <i>Document review to track publications and citations.</i> ▪ <i>KIIs with project team to track the generation and dissemination of knowledge products.</i> ▪ <i>Phone Survey and FGDs with primary and secondary beneficiaries to track dissemination of knowledge products by the beneficiaries themselves to their peers.</i>

	practices that have emerged? 11. How can these unique strategies be effectively shared with other practitioners?	external adoption or citation of the project’s findings or methodologies.	<ul style="list-style-type: none"> Field Visits to document activities related to knowledge sharing.
<ul style="list-style-type: none"> Gender Equality and Human Rights 	12. Cross-cutting criteria: the evaluation should consider the extent to which human rights based and gender responsive approaches have been incorporated through-out the project and to what extent.	<ul style="list-style-type: none"> Policies and Practices: Number of project activities explicitly designed to promote gender equality and human rights. Beneficiary Rights Awareness: Level of awareness among beneficiaries about their rights, measured through pre and post surveys. 	<ul style="list-style-type: none"> Review of project documents on policy integration. Phone Survey with primary beneficiaries on their knowledge of rights. FGDs to assess awareness and training related to gender equality and human rights. Field Visits to observe the integration of gender-responsive approaches in project activities.

Annex (2): Data Collection Tools

KIIs with project staff

Introduction
Name of the researcher:
Date and time:
Consent: Hello, my name is..... from Edmaaj Consulting for Training and Development, a consultant firm contracted by the CRP to conduct this evaluation. We are conducting an evaluation of CRP’s “Women Empowerment & Gender Based Violence Prevention in Urban Amman,” which was initiated by CRP in 2021. This interview aims to gather valuable insights and perspectives on the

effectiveness and impact of the project interventions aimed at supporting women and girls vulnerable to Gender-Based Violence (GBV) during the COVID-19 pandemic. The evaluation seeks to assess outcomes achieved, inform future program planning, and contribute to improved safety, well-being, and resilience.

Your details will be kept anonymous and confidential. You may withdraw at any time without having any impact on you. The expected duration is approximately 60 minutes. May I kindly request your consent to participate in this interview?

- Yes, please complete and sign the form.
- No

General Information

1. Can you elaborate on your role with the project? What are your main responsibilities?
2. Can you describe the main changes the project has undergone, and the rationale and evidence used when making these changes

Evaluations Questions

Relevance

3. In your view, how well do the project's outcomes and activities align with the current needs of the target group? Follow-up: Have there been any shifts in the needs of the target group since the project's inception, and how has the project adapted?
4. What strategies have been employed to ensure the project remains relevant to the needs and circumstances of women and girls in East Amman? Follow-up: Can you provide a specific example of a significant adaptation made in response to changing needs?

Effectiveness

5. Can you describe the extent to which the project goals were achieved? Follow-up: What factors contributed to the achievement or non-achievement of these goals?
6. What percentage of the planned outcomes and outputs were realized according to the latest project reports? Follow-up: What were some of the challenges in delivering these outputs and how were they addressed?
7. How has beneficiary feedback been incorporated into project implementation? Follow-up: Could you provide example where beneficiary feedback directly influenced a modification in the project?

Efficiency

8. What measures were implemented to ensure efficient use of resources throughout the project? Follow-up: How do you assess the cost-effectiveness of the project interventions?
9. how well are resources being used? To what extent does the intervention deliver, or is likely to deliver, results in an economic and timely way?
10. Can you discuss any challenges encountered in financial management and resource utilization? Follow-up: What improvements would you recommend based on your experience?
11. If you are to add an element to improve project efficiency, what would that be?

Impact

12. What impacts has the project had on reducing GBV and improving women's empowerment in the community? Follow-up: Could you share data or stories that illustrate these changes?

<p>13. How are changes in empowerment levels of women and girls measured and assessed over time? Follow-up: What have been some key findings from these assessments?</p> <p>14. Could you share any unexpected positive or negative impacts that arose during your involvement in the project?</p>
Sustainability
<p>15. What components of the project do you believe have the potential for long-term sustainability? Follow-up: What mechanisms are in place to support the continuation of benefits post-project?</p> <p>16. How can we guarantee the long-term sustainability of the solution developed by the project?</p> <p>17. How has the project worked with local organizations to support the institutionalization of initiatives? Follow-up: Are there specific examples where project initiatives have been adopted by local entities?</p>
Knowledge generation
<p>18. Can you list some key knowledge products that have been developed through the project? Follow-up: How have these products been utilized both within and outside the project?</p> <p>19. What efforts have been made to disseminate learning and best practices from the project? Follow-up: How effective have these efforts been, based on your observations?</p>
Gender Equality and Human Rights
<p>20. How have gender equality and human rights been integrated into the project's activities? Follow-up: What training has been provided to staff to ensure these approaches are effectively implemented?</p> <p>21. What level of awareness do beneficiaries have regarding their rights, as a result of project interventions? Follow-up: What methods are used to measure this awareness?</p>
Learning and Recommendations
<p>22. Based on your experience in implementing this project, what key learning would you make to further enhance future projects? How can the project's successes be built upon, and its challenges be addressed for more sustainable impact?</p> <p>23. Are there specific recommendations you want to share to improve the project?</p> <p>24. What specific outcomes or findings are you anticipating witnessing from the evaluation process?</p> <p>25. Is there anything else you would like to add that was not discussed during the interview?</p>

KII with Donor

Introduction
Name of the researcher:
Date and time:
<p>Consent: Hello, my name is..... from Edmaaj Consulting for Training and Development, a consultant firm contracted by the CRP to conduct this evaluation. We are conducting an evaluation of CRP's "Women Empowerment & Gender Based Violence Prevention in Urban Amman," which was initiated by CRP in 2021. This interview aims to gather valuable insights and perspectives on the effectiveness and impact of the project interventions aimed at supporting women and girls vulnerable to Gender-Based Violence (GBV) during the COVID-19 pandemic. The evaluation seeks to</p>

assess outcomes achieved, inform future program planning, and contribute to improved safety, wellbeing, and resilience.

Your details will be kept anonymous and confidential. You may withdraw at any time without having any impact on you. The expected duration is approximately 60 minutes. May I kindly request your consent to participate in this interview?

- Yes, please complete and sign the form.
- No

General Information

1. Can you elaborate on your role with the project? Follow up responsibilities?

Evaluations Questions

Relevance

2. In your opinion, how well has the project addressed the current needs and priorities of the target population? Follow-up: How do you assess the project's ability to adapt to changes in the community's needs over time?

Effectiveness

3. How effectively do you think the project has met its stated goals and objectives? Follow-up: Can you identify any specific outcomes or results that you found particularly impactful? What areas do you think could be improved in terms of achieving project goals?

Efficiency

4. How efficiently do you believe the project has utilized the funds and resources provided? Follow-up: Are there areas where you feel resources could have been better allocated? What practices have you observed in this project that you would consider best practices for resource use?

Impact

5. How do you perceive the overall impact of the project on the community and the broader issues it aims to address? Follow-up: How do you measure the success of the project in terms of its broader societal impact?
6. How do you assess the CRP's ability to provide comprehensive reporting in line with the project's theory of change and KPIs?

Partnership and Collaboration

7. How satisfied are you with the level of communication and collaboration between your organization and the project team? Follow-up: What improvements would you suggest for enhancing the partnership and collaboration in future projects?

Sustainability

8. What are your views on the sustainability of the project's impacts? Follow-up: What mechanisms would you like to see implemented to ensure the long-term sustainability of the project's benefits?

Knowledge generation

9. To what extent do you think the project has contributed to knowledge generation and sharing within the field of gender-based violence prevention? Follow-up: What types of

knowledge dissemination strategies do you find most effective? How could these strategies be improved?
Gender Equality and Human Rights
10. How well do you think the project has integrated gender equality and human rights into its activities? Follow-up: What steps would you suggest strengthening the project’s approach to promoting gender equality and human rights in future iterations?
Conclusions and Recommendations
11. Based on your experience in implementing this project, what key learning or recommendations would you make to further enhance future projects? How can the project's successes be built upon, and its challenges be addressed for more sustainable impact?
12. What specific outcomes or findings are you anticipating witnessing from the evaluation process?
13. Is there anything else you would like to add that was not discussed during the interview?

Phone Survey with Women- primary beneficiaries

Introduction	
Name of the researcher:	
Date and time:	
<p>Consent: Hello, my name is..... from Edmaaj Consulting for Training and Development, a consultant firm contracted by the CRP to conduct this evaluation. We are conducting an evaluation of CRP’s “Women Empowerment & Gender Based Violence Prevention in Urban Amman,” which was initiated by CRP in 2021. This phone interview aims to gather valuable insights and perspectives on the effectiveness and impact of the project interventions aimed at supporting women and girls vulnerable to Gender-Based Violence (GBV) during the COVID-19 pandemic. The evaluation seeks to assess outcomes achieved, inform future program planning, and contribute to improved safety, wellbeing, and resilience.</p> <p>Your details will be kept anonymous and confidential. You may withdraw at any time without having any impact on you. The expected duration is approximately 10 minutes. May I kindly request your consent to participate in this interview?</p> <ul style="list-style-type: none"> ▪ Yes, continue with the survey. ▪ No, thank the respondent and finish the call 	
Demographic Information	
1. Age Group:	<ul style="list-style-type: none"> • 20-30 • 31-40 • 41-50 • 51-60 • Above 60
2. Marital Status:	<ul style="list-style-type: none"> • Single • Married • Divorced

	<ul style="list-style-type: none"> • Widowed
3. Education Level:	<ul style="list-style-type: none"> • No formal education • Primary education completed • Secondary education or equivalent completed • Vocational training completed
4. Employment Status:	<ul style="list-style-type: none"> • Employed- full time • Employed-part time • Unemployed • Homemaker • Retired •
5. District (where you live)	<ul style="list-style-type: none"> • Downtown Amman • Hashmi Shamali • Others, please specify
6. Which service or activity did you participate in? <i>Check all that apply?</i>	<ul style="list-style-type: none"> • Women’s Empowerment and GBV Awareness and Prevention Seminars • Leadership in Action Seminars and training • Community initiatives • Financial assistance programs • Livelihood training or social enterprise activities (Crochet, Manicure, Embroidery, Henna, Sewing) • PSS programming (Art, Arabic Literacy Program, Yoga, Mind-Body Medicine, Candle and Soap Making Workshops) • Utilization of the Help Desk for accessing services/referrals
Activities/Services Satisfaction	
7. <i>(This question will be asked for each service/activity selected by the participant)</i> How would you describe your overall level of satisfaction or dissatisfaction regarding this support and intervention you participated in?	<ul style="list-style-type: none"> • Very satisfied • Satisfied • Neutral • Dissatisfied • Very dissatisfied
8. If you are dissatisfied or very dissatisfied, please explain why?	
Evaluations Questions	
Relevance <i>(Please rate the following statements based on your own experience)</i>	
9. Overall, the project’s activities that you participated in respond to your needs.	<ul style="list-style-type: none"> • Yes, to a high extent • Yes, to a medium extent
10. If yes to low extent or no, why?	<ul style="list-style-type: none"> • Yes, to a low extent

	<ul style="list-style-type: none"> No, it did not
<p>11. (if the participant selected Utilization of the Help Desk for accessing services) Overall, was the service provided at the help desk relevant to your needs?</p> <p>12. If yes to low extent or no, why?</p>	<ul style="list-style-type: none"> Yes, to a high extent Yes, to a medium extent Yes, to a low extent No, it did not
Effectiveness (Please rate the following statements based on your own experience)	
<i>Indicator 1: Perception of women and girl participants on their (a) safety from GBV and (b) their general well-being (pre and post project engagement)</i>	
<p>13. Have you participated in the project to protect yourself from GBV or to enhance your well-being?</p>	<ul style="list-style-type: none"> Yes, move to question 15 No, move to question 14
<p>14. Do you know another woman who has participated in the project to protect herself from GBV or to enhance her well-being?</p>	<ul style="list-style-type: none"> Yes No
<p>If yes to question 13,</p> <p>15. Overall, the project has improved my safety from gender-based violence (GBV)</p> <p>16. Overall, the project has improved your general well-being</p>	<ul style="list-style-type: none"> Yes, to a high extent Yes, to a medium extent Yes, to a low extent No, it did not
<p>If yes to question 14,</p> <p>17. Overall, the project has improved her safety from gender-based violence (GBV)</p> <p>18. Overall, the project has improved her general well-being</p>	<ul style="list-style-type: none"> Yes, to a high extent Yes, to a medium extent Yes, to a low extent No, it did not
<i>Outcome 1: Community members are able and empowered to take action to prevent GBV: Indicator 1.1: % of participants who report they would be willing to take action in the community to prevent GBV</i>	
<p>19. Due to participating in the project, I am willing to take action in my community to prevent gender-based violence (GBV)."</p>	<ul style="list-style-type: none"> Yes, to a high extent Yes, to a medium extent Yes, to a low extent No, it did not I've always been willing
<p>20. If yes high to low extent, which of the following actions are you willing to take to prevent GBV in your community? (Select all that apply)</p>	<ul style="list-style-type: none"> Reporting incidents of GBV to authorities Participating in community awareness programs Supporting survivors of GBV Advocating for policies against GBV Educating others about GBV Other (please specify): _____

<p><i>Output 1.1 indicator % of training participants with increased knowledge of GBV and strategies for prevention of GBV in the community</i></p>	
<p><i>If women empowerment and GBV prevention and GBV Awareness and Prevention Seminars were selected in question number 6,</i></p> <p>21. Which of the following project activities have you participated in? (Select all that apply)</p>	<ul style="list-style-type: none"> • GBVAP Seminars • Women's Empowerment Seminars • Initial ToT with staff & community trainers based on CRP curriculum • Refresher ToT's for staff & new community trainers
<p>22. Overall, my participation in the training activities increased my knowledge of gender-based violence (GBV)</p>	<ul style="list-style-type: none"> • Yes, to a high extent • Yes, to a medium extent • Yes, to a low extent <p>No, it did not</p>
<p>23. Overall, my participation in the training activities increased my knowledge of strategies for the prevention of GBV in the community</p>	<ul style="list-style-type: none"> • Yes, to a high extent • Yes, to a medium extent • Yes, to a low extent • No, it did not
<p><i>Indicator 1.2: % of participants involved in community-based projects to improve the rights and wellbeing of women and girls (segregated by sex and age)</i></p>	
<p><i>If Community initiatives is selected in question number 6</i></p> <p>24. Which of the following types of community-based projects have you been involved in? (Select all that apply)</p>	<ul style="list-style-type: none"> • Ween Ween (وين وين) • Don't Throw It, Give It (لا ترميه. تبرع فيه) • That's Me (هذا أنا) • Our Hands Make Plants (أيادينا تزرع) • Warm Them (دفيهم) • Your Presence is Blessed (وجودكم بركة) • Don't Give Me a Fish, Teach Me How (لا تعطيني سمكة ... علمني) • Green (أخضر) • Pass By (ميل) • Other (please specify): _____
<p>25. To what extent have you been actively involved (regularly participated in meetings and events, taking on responsibilities, leading activities and showing commitment) in these community-based projects?</p>	<ul style="list-style-type: none"> • Very actively involved • Moderately involved • Slightly involved • Not very involved
<p><i>Output 1.2 indicator: % of community members with improved leadership and advocacy skills</i></p>	
<p><i>If Leadership in Action Seminars and training was selected in question number 6,</i></p> <p>Please rate the following statements based on your own experience:</p> <ul style="list-style-type: none"> ▪ Yes, to a high extent ▪ Yes, to a medium extent ▪ Yes, to a low extent ▪ No, it was not 	

<i>Kirkpatrick Training Evaluation – Reaction</i>
26. the 'Leadership in Action' training was relevant to my ability to develop leadership and advocacy skills."
<i>Kirkpatrick Training Evaluation – Learning</i>
27. The 'Leadership in Action' training increased my knowledge of effective interpersonal and group communication
28. The 'Leadership in Action' training increased my knowledge of advocacy techniques and strategies
29. The 'Leadership in Action' training increased my knowledge of project planning and execution
<i>Kirkpatrick Training Evaluation- Behavior</i>
30. I now actively apply the interpersonal and group communication skills learned during the 'Leadership in Action' training in my community activities.
31. I now actively use the advocacy techniques and strategies learned during the 'Leadership in Action' training to support my community.
32. I now actively use the project planning and execution skills learned during the 'Leadership in Action' training to organize community initiatives/projects
<i>Kirkpatrick Training Evaluation – Results</i>
33. As a result of the 'Leadership in Action' training and coaching from the project team, I have improved my leadership skills, leading to better participation and leading of community projects
34. The skills I gained from the 'Leadership in Action' training have led to successful community projects that improve the rights and well-being of women and girls.
35. I have shared my learning from the 'Leadership in Action' training with other community members and encouraged them to use these skills
<i>Outcome 2: Vulnerable women from the refugee and host community become more emotionally and financially resilient: Indicator 2.1: % of participants who report improvement in their (a) emotional resilience and (b) financial resilience</i>
<i>If Financial assistance programs, Livelihood training or social enterprise activities or PSS programming were selected in question number 6,</i> Please rate the following statements based on your own experience:
<ul style="list-style-type: none"> ▪ Yes, to a high extent ▪ Yes, to a medium extent ▪ Yes, to a low extent ▪ No, it was not
36. After participating in the project, my ability to handle and cope with my stress and emotions has improved
37. After participating in the project, my ability to handle and cope with others' stress and emotions has improved
38. After participating in the project, my confidence in facing challenges has improved
39. After participating in the project, the emotional support I'm getting from my family or friends has improved

40. After participating in the project, my ability to find opportunities to earn money through employment, self-employment, or vocational training has improved	
41. After participating in the project, my ability to manage money, including budgeting, saving, and using financial services has improved	
42. After participating in the project, my knowledge of Financial Support Networks and ability to find them in my surrounding community has improved	
<i>Output indicator 2.2: % of livelihood training participants who report improved professional skills or knowledge in revenue-generating enterprise</i>	
43. After participating in the livelihood training, my knowledge about earning money through a business or job has improved	
44. After participating in the livelihood training, my professional Job skills (e.g., crafting, tailoring, cooking, sewing, embroidery, crochet, manicure, henna) have improved	
45. After participating in the livelihood training, my professional Business skills (e.g., marketing, sales, customer service) have improved	
46. After participating in the livelihood training, my professional financial skills (e.g., budgeting, saving, investing) have improved	
47. After participating in the livelihood training, my communication skills (e.g., speaking, writing) have improved	
<i>Outcome 3: Community members improve their help-seeking behavior: Indicator 3.1: % of community members with improved access to services including enrolling in internally offered programming or receiving referrals</i>	
48. After participating in the project, my access to services has improved	
49. After participating in the project, I have enrolled in programs offered by the project	
50. After participating in the project, I have received referrals to other services	
51. Would you recommend CRP help desk services to your family and friends?	<ul style="list-style-type: none"> • Yes, to a high extent • Yes, to a medium extent • Yes, to a low extent • No, I would not
Impact	
52. Can you share any specific changes in your community that have resulted from this project? (Select all that apply) <i>Follow up question: How, provide examples</i>	<ul style="list-style-type: none"> • Increased safety from GBV • Better emotional well-being • Improved financial situation • More community support • Increased willingness to take action against GBV • Other (please specify): _____ • None
53. How has this project influenced your personal actions or decisions? (Select all that apply) <i>Follow up question: How, provide examples</i>	<ul style="list-style-type: none"> • Reporting incidents of GBV • Supporting other women • Participating in community activities • Seeking help when needed • Other (please specify): _____ • None

Sustainability	
54. Do you believe the benefits or changes brought about by the project will continue after the project ends?	<ul style="list-style-type: none"> • Yes, to a high extent • Yes, to a medium extent • Yes, to a low extent • No, it did not
55. What type of ongoing support or resources do you think are necessary to sustain the benefits of this project?	<ul style="list-style-type: none"> • Community support • Continued training • Government assistance, • Others, please specify. • None
Knowledge generation	
56. To what extent have you shared any information or skills learned from the project with others?	<ul style="list-style-type: none"> • To a high extent • To a medium extent • To a low extent
57. If (High and medium extent), How	<ul style="list-style-type: none"> • I did not
58. What aspect of the project do you think has been most valuable in educating or informing others about preventing gender-based violence?	<ul style="list-style-type: none"> • Workshops • Brochures/Handouts • Training sessions • Personal counselling • Others, please specify.
Conclusions and Recommendations	
59. Do you have any comments, suggestions/recommendations?	
60. Is there anything else you would like to add?	

FGD with Women-primary beneficiaries

Introduction
Name of the researcher:
Date and time:
<p>Consent: Hello, my name is..... from Edmaaj Consulting for Training and Development, a consultant firm contracted by the CRP to conduct this evaluation. We are conducting an evaluation of CRP's "Women Empowerment & Gender Based Violence Prevention in Urban Amman," which was initiated by CRP in 2021. We are holding this focus group to hear your thoughts and experiences about the project activities that you participated in. Your insights are very important and will help us understand how well the project is working and how it can be improved to better support women and girls like you.</p> <p>Before we start, I want to assure you that everything shared here will stay confidential. It's important that we all respect each other's privacy and don't talk about what we discuss outside of this group.</p> <p>Your participation is completely voluntary, and you can choose to leave at any time without any consequences. Everything you share will be kept anonymous. Our discussion will last about 60-90</p>

minutes. Please feel free to speak openly and honestly. Your voice matters, and your input is valuable to us. May I kindly request your consent to participate in this FGD?

- Yes, please complete and sign the form.
- No

General Information

1. Can each one of you tell us about your participation in with the project? Which activities did you take part in?
 - Women’s Empowerment and GBV Awareness and Prevention Seminars
 - Leadership in Action Seminars and training
 - Community initiatives
 - Financial assistance programs
 - Livelihood training or social enterprise activities (Crochet, Manicure, Embroidery, Henna, Sewing)
 - PSS programming (Art, Arabic Literacy Program, Yoga, Mind-Body Medicine, Candle and Soap Making Workshops)
 - Utilization of the Help Desk for accessing services/referrals

Evaluations Questions

Relevance

2. How well do the project’s activities meet your current needs related to safety and empowerment? Follow-up: Have your needs changed since you started participating in the project? How well has the project adapted to these changes?

Effectiveness

3. In what ways have the project activities made you feel safer and improved your wellbeing? Follow-up: What aspects of the project do you think were most helpful? Are there any areas where you feel the project could improve?

Outcome 1: Community members are able and empowered to take action to prevent GBV:

Indicator 1.1: % of participants who report they would be willing to take action in the community to prevent GBV:

4. Do you feel more confident in taking action against GBV since joining the project? Follow-up: What helps you feel ready or not ready to take action? Follow-up: Can any of you describe a situation where you or someone you know took action in a GBV case? What motivated these actions?

Indicator 1.2: % of participants involved in community-based projects to improve the rights and wellbeing of women and girls:

5. Have you been involved in any community-based projects or activities (initiatives) through this project? Follow-up: What kind of activities were these, and what role did you play? How do these activities help to improve the lives and wellbeing of women and girls?

The facilitator should give examples (Ween Ween (وين وين), Don’t Throw It, Give It (لا ترميه. تبرع فيه)، That’s Me (هذا أنا)، Our Hands Make Plants (أياديها تزرع)، Warm Them (دفيهم)، Your Presence is Blessed (وجودكم بركة)، Don’t Give Me a Fish, Teach Me How (لا تعطيني سمكة ... علمني)، Green (أخضر)، Pass By (مبيل))

Outcome 2: Vulnerable women from the refugee and host community become more emotionally and financially resilient:

Indicator 2.1: % of participants who report improvement in their (a) emotional resilience and (b) financial resilience:

6. Since participating in the project, have you noticed any changes/improvement in how you handle stress or financial challenges? Follow-up: What activities of the project have helped you in building those skills? Can you provide examples from your daily life?

Outcome 3: Community members improve their help-seeking behavior:

7. Is it easier for you to ask for help with GBV or other issues since becoming involved in the project or it's the same? Follow-up: If yes, what kind of help have you asked for? Why it's easier?

Indicator 3.1: % of community members with improved access to services including enrolling in internally offered programming or receiving referrals:

8. Have you enrolled in any programs or been referred to services through CRP? Follow-up: What kind of programs or services were these, and how have they helped you?

Impact

9. How has this project activities that you participated in affected your life and the lives of other women in the community? Can any of you share any changes you've seen in your community because of this project? Can any one of you mention if the project has influenced your personal actions or decisions? Can any of you provide examples?

Sustainability

10. What changes from the project do you feel will last after the project ends? Follow-up: What can be done to make sure these benefits last for you and others in the community?

Knowledge generation

11. What new knowledge or skills have you gained from the project that you find valuable? Follow-up: How have you used this knowledge or these skills in your everyday life? Have you shared this knowledge with others?

Gender Equality and Human Rights

12. How has the project changed your understanding of gender equality and human rights? Follow-up: what more do you think the project could do to promote gender equality and protect human rights in your community?

Conclusions and Recommendations

13. what suggestions do you have to make future projects even better? How can we build on the project's successes and address any challenges for more sustainable impact? What would you change about the project?
14. Is there anything else you would like to add that was not discussed during the interview?

FGD with men

Introduction

Name of the researcher:

Date and time:

Consent: Hello, my name is..... from Edmaaj Consulting for Training and Development, a consultant firm contracted by the CRP to conduct this evaluation. We are conducting an evaluation of CRP’s “Women Empowerment & Gender Based Violence Prevention in Urban Amman,” which was initiated by CRP in 2021. We are holding this FGD to gather valuable insights and perspectives on the effectiveness and impact of the project interventions aimed at supporting women and girls vulnerable to Gender-Based Violence (GBV) during the COVID-19 pandemic. Your input will help us understand how well the project activities that you participated in are working and how it can be improved to better support the community.

I want to assure you that everything shared here will stay confidential. It’s important that we all respect each other’s privacy and don’t talk about what we discuss outside of this group.

Your participation is completely voluntary, and you can choose to leave at any time without any consequences. Everything you share will be kept anonymous. Our discussion will last about 60-90 minutes.

Please feel free to speak openly and honestly. Your voice matters, and your input is valuable to us. May I kindly request your consent to participate in this FGD?

- Yes, please complete and sign the form.
- No

General Information

1. Can each one of you tell us about your participation in with the project? Which activities did you take part in?
 - Women’s Empowerment and GBV Awareness and Prevention Seminars
 - Leadership in Action Seminars and training
 - Community initiatives
 - Utilization of the Help Desk for accessing services/referrals

Evaluations Questions

Relevance

2. In your view, how relevant are the project’s activities to the actual issues and challenges related to GBV in the community? those women or men and boys face Follow-up: How could the project better address the needs and challenges specific to this group?

Effectiveness

3. How effective do you believe the project has been in changing attitudes and behaviors related to GBV among men and boys in the community? Follow-up: Can any of you provide specific examples of changes you have observed or experienced personally?

Outcome 1: Community members are able and empowered to take action to prevent GBV

4. How has participating in this project changed the way you or other participants respond to GBV situations? Follow-up: can any of you provide examples?

Indicator 1.1: % of participants who report they would be willing to take action in the community to prevent GBV

5. Due to you participation in the project, have you felt capable and more confident to take action against GBV? Follow-up: What factors do you think contribute to your willingness or

hesitation to take action? Follow-up: Can any of you describe a situation where you or someone you know took action in a GBV case? What motivated this intervention?

Indicator 1.2: % of participants involved in community-based projects to improve the rights and wellbeing of women and girls

6. Have you been involved in any community projects or initiatives through this project aimed at improving the rights and wellbeing of women and girls? Follow-up: What was your role in these projects? How do these activities aim to improve the rights and wellbeing of women and girls?

The facilitator should give examples (Ween Ween (وين وين), Don't Throw It, Give It (لا ترميه. تبرع فيه)، That's Me (هذا أنا)، Our Hands Make Plants (أياديها تزرع)، Warm Them (دفيهم)، Your Presence is Blessed (وجودكم بركة)، Don't Give Me a Fish, Teach Me How (لا تعطيني سمكة ... علمني)، Green (أخضر)، Pass By (ميلي))

Outcome 3: Community members improve their help-seeking behavior:

7. How has the project affected your or others' especially women willingness to seek help or support in cases of GBV? Follow-up: What types of help or support have you or others sought out? Was it easier? Or it's the same?

Indicator 3.1: % of community members with improved access to services

8. Have you enrolled in any programs or been referred to services through the project? Follow-up: What kind of programs or services were these, and how have they helped you?

Engagement

9. How were you engaged you as men in the project activities and initiatives? What was your role? Follow-up: Does any of you recall any specific methods that have been used? which of them were most or least effective in involving you and others in the project?

Impact

10. Who can mention an impact the project had on your personal views and actions towards gender equality and preventing GBV? Follow-up: How do you think these changes have influenced your relationships or interactions with women and girls in your community? Can any of you provide examples.

Sustainability

11. What changes from the project do you feel will have a lasting impact on the community, specifically for men and boys? Follow-up: What support or actions do you think are necessary to sustain these changes in the long term?

Knowledge Generation

12. What have you learned from the project that has changed your understanding or behavior towards GBV? Follow-up: How have you applied this knowledge in your daily life or shared it with others?

Gender Equality and Human Rights

13. How has the project affected your awareness and understanding of gender equality and human rights? Follow-up: what more do you think the project could do to promote gender equality and protect human rights in your community?

Conclusions and Recommendations

14. what key recommendations would you make to further enhance future projects? How can the project's successes be built upon, and its challenges be addressed for more sustainable impact? What would you change about the project?
15. Is there anything else you would like to add that was not discussed during the interview?

FGD with CSOs and Community-Based Group Members

Introduction
Name of the researcher:
Date and time:
<p>Consent: Hello, my name is..... from Edmaaj Consulting for Training and Development, a consultant firm contracted by the CRP to conduct this evaluation. We are conducting an evaluation of CRP’s “Women Empowerment & Gender Based Violence Prevention in Urban Amman,” which was initiated by CRP in 2021. We are holding this FGD to gather valuable insights and perspectives on the effectiveness and impact of the project interventions aimed at supporting women and girls vulnerable to Gender-Based Violence (GBV) during the COVID-19 pandemic. The evaluation seeks to assess outcomes achieved, inform future program planning, and contribute to improved safety, wellbeing, and resilience.</p> <p>I want to assure you that everything shared here will remain confidential. It’s important that we all respect each other’s privacy and don’t discuss what we share outside of this group.</p> <p>Your participation is completely voluntary, and you can withdraw at any time without any consequences. All responses will be kept anonymous. The discussion is expected to last about 60-90 minutes. May I kindly request your consent to participate in this FGD?</p> <ul style="list-style-type: none"> ▪ Yes, please complete and sign the form. ▪ No
General Information
<p>1. Can each one of you tell us about your participation in with the project? Which activities did you take part in?</p> <ul style="list-style-type: none"> • Women’s Empowerment and GBV Awareness and Prevention Seminars • Leadership in Action Seminars and training • Community initiatives • Utilization of the Help Desk for accessing services/referrals
Evaluations Questions
Relevance
<p>2. In what ways do the project's goals align with the current needs of the community, particularly regarding GBV? Follow-up: Have there been any changes in the community's needs since the project began? How well has the project adapted to these changes?</p>
Effectiveness

3. How effective do you believe the project has been in addressing GBV in the community? Follow-up: What specific project activities or strategies have you found most effective? Are there areas where the project could be improved?

Outcome 1: Community members are able and empowered to take action to prevent GBV:

4. How have you observed the community's response to GBV change since the initiation of the project? Follow-up: What specific actions have community members taken to prevent GBV that you think were influenced by the project? can you provide examples?

Indicator 1.1: % of participants who report they would be willing to take action in the community to prevent GBV:

5. Have you noticed an increased willingness among community members to intervene in situations of GBV since the project started? Follow-up: What factors do you think have influenced their willingness to act? can you describe any specific actions you or others have taken to prevent GBV in the community? What motivated these actions?

Indicator 1.2: % of participants involved in community-based projects to improve the rights and wellbeing of women and girls:

6. Can you describe the involvement of community members in projects aimed at improving the rights and wellbeing of women and girls? How do these activities aim to improve the rights and wellbeing of women and girls?

Outcome 3: Community members improve their help-seeking behavior:

7. Have you noticed improvement in the help seeking channels for GBV or other issues since becoming involved in the project? Follow-up: What types of help have you sought, and how has the project facilitated access to these services? Was it's easier? Or it's the same?

Indicator 3.1: % of community members with improved access to services:

8. Have you seen an increase in the number of community members enrolling in internally offered programs or receiving referrals to external services through the project? Follow-up: How effective do you believe these services have been in addressing their needs? Provide examples.

Impact

9. What impact has the project had on the community's attitudes and behaviors towards GBV? Follow-up: Can you provide examples of how changed attitudes and behaviors have manifested in the community?

Sustainability

10. What aspects of the project do you see as being sustainable in the long term? Follow-up: What community resources or initiatives could support the continuation of project benefits?

Engagement and Collaboration

11. How has the project engaged with local CSOs and community groups? Follow-up: What methods of engagement have been most successful? How could this engagement be improved?

12. How has collaboration between the project, CSOs, and community groups contributed to the project's goals? Follow-up: What best practices have emerged from this collaboration? Are there challenges that need to be addressed to improve collaboration?
Capacity Building
13. In what ways has the project contributed to building the capacity of CSOs and community-based groups? Follow-up: How has this capacity building impacted your group's ability to address GBV? What additional support is needed?
Conclusions and Recommendations
14. what key recommendations would you make to further enhance future projects? How can the project's successes be built upon, and its challenges be addressed for more sustainable impact?
15. Is there anything else you would like to add that was not discussed during the interview?

Observation checklist

General information (Required)	
Location (governorate, district)	Amman
Venue	
Date	
Prepared by	
Outcome (1, 2 or 3)	
Indicator from the logframe	
Activity (name)	
Attendance (Age group, nationality & gender, role in the project)	
Number of attendances	

Section & Checklist Item	Response	Details/Comments
Please insert one of the following ratings in the response column: 1 - Poor, 2 - Fair, 3 - Good, 4 - Very Good, 5 - Excellent.		
Venue and Environment		
Venue suitability: Is the venue appropriate in terms of size, facilities, and accessibility?		
Environment quality: Is the environment conducive to the activity (noise levels, cleanliness)?		
Gender sensitivity: Is gender-sensitive language being used?		
Activity Implementation		

Activity execution: Was the activity conducted as planned?		
--	--	--

Communication of objectives: Were the objectives communicated clearly to participants?		
--	--	--

Use of materials: Were materials and resources available and used effectively?		
--	--	--

Facilitator Performance and Participant Engagement

Preparation and knowledge: Was the facilitator well-prepared and knowledgeable?		
---	--	--

Active participation: Were participants actively engaged in the activity?		
---	--	--

Participant feedback: Did participants ask questions or provide feedback?		
---	--	--

Reactions and interactions: Were there any notable participant reactions or interactions?		
---	--	--

Quality of Materials

Material quality: Were the training materials and resources of good quality?		
--	--	--

Relevance to objectives: Were the materials relevant to the activity's objectives?		
--	--	--

Cultural appropriateness: Were the materials culturally and contextually appropriate?		
---	--	--

Outcomes and Impact

Immediate participant impact: Were there any immediate impacts on participants?		
---	--	--

Understanding and skills: Did participants demonstrate understanding or skill acquisition?		
--	--	--

Challenges and Issues

Observed challenges: Were there any challenges observed during the activity?		
--	--	--

Addressing challenges: How were these challenges addressed by the facilitator or staff?		
---	--	--

Additional Observations

Participant/staff feedback: Any feedback from participants or staff?		
--	--	--

Consent Form

Dear Participants,

We sincerely appreciate your expressed interest in participating in the evaluation of “Women Empowerment & Gender Based Violence Prevention in Urban Amman,” which was initiated by CRP in 2021. This evaluation is conducted by Edmaaj for Development and Training Consulting in collaboration with CRP.

The objective of this interview/ FGD is to gather valuable insights and perspectives on the effectiveness and impact of the project interventions aimed at supporting women and girls vulnerable to Gender-Based Violence (GBV) during the COVID-19 pandemic. The evaluation seeks to assess outcomes achieved, inform future program planning, and contribute to improved safety, wellbeing, and resilience. We assure you that all information provided will be treated with the utmost confidentiality and securely stored.

Please note that prior to analysis, all data will be anonymized, and all recordings and written materials will be securely retained and subsequently destroyed upon completion of the final report. Access to the data will be strictly limited to the research team.



If you wish to participate in this interview, kindly indicate your consent by signing the enclosed form, confirming your agreement to the specified terms and conditions outlined in the statement section.

#	Statement	<i>Please read the statements carefully and indicate your acceptance and approval by ticking the corresponding boxes.</i>
1	I confirm that I have read and understood the purpose of the evaluation. I had the opportunity to ask questions and got satisfactory answers.	<input type="checkbox"/>
2	I understand that my participation is entirely voluntary and that I am free to withdraw at any time, without providing any reason, and without facing any negative consequences.	<input type="checkbox"/>
3	I understand that research data collected during the study may be viewed by specific individuals from Edmaaj for Development and Training Consulting, where relevant to my participation in this evaluation. I permit these individuals to access the data that I shared with them.	<input type="checkbox"/>
4	I understand who will access the data and information I will be sharing, how the data will be stored and what will happen to the data at the end of the project.	<input type="checkbox"/>
5	I agree to be interviewed for the purpose of this evaluation.	<input type="checkbox"/>
6	I agree that my responses can be recorded (audio recording).	<input type="checkbox"/>
7	I understand that all my data will be anonymized in reporting and that my name, or any identifying characteristics, will not be included in any reporting.	<input type="checkbox"/>

Please be informed that you have the right to withdraw from this project at any time without providing reasons or justifications. Suppose you have any concerns, complaints, or objections regarding the content of the interview. In that case, you can complain by contacting: Ms. Maram Eleimat- Partner and COO-Head of the Delivery Unit, through the following contact details:
 Email: maram.e@edmaaj.com
 Phone number: 00962795813986

We assure you complete confidentiality and privacy regarding the complaint's content and the complainant's identity. The complaint will be directly forwarded to management for verification and appropriate action.

Participant Name:	Date:
Signature:	Phone number:

Annex (3): List of reviewed documents

Category	Document Name
Data system (activities, number of participants, attendance, demographics)	Data system link
M&E	Post- Resilience Survey
	Pre-Post results_Mind body medicine_Q4_2023
	Pre-post results_Gender and WE_Q4_G3_2023
	Pre-Post results_Gender and WE_Q2_2023
	Pre-Post results_2023_UNTF_LIA_Q4_2023
	Pre-Post results Sewing embroidery_Y2_Q1,2_HS_2023
	Pre-Post results Sewing embroidery_Y2_Q3,4_HS_2023
	UNTF_GBV_Year2

	UNTF_GBV_Year2_Q4
	Pre-post results_2024_UNTF_Gender and WE_Q1_G4
	Pre-post results Embroidery, sewing_UNTF_Third year_HS_DT_2024
Curriculums	Summary of the eight small group sessions
	Leadership in Action Curriculum Arabic Community Initiatives
	Prevention of violence against women
	Coach qualities
	Prevention of violence against children
	Training and empowering women leaders
	Empowering women, supporting materials
	Human rights and self-care
	Basic communication and leadership skills
Participants list & Contact information	Participants contact
Program workplans-activities	CC Programs Workplans Responsible, accountable, consulted, and informed (RACI) 2023
	CC Programs Workplans (RACI) 2024
	Leadership in Action
	UNTF activities (livelihoods & PSS) - brief
Proposal, Progress Reports, Results Chain	CRP_Revised Results Chain
	CRP_UNTF_Proposal
	Year 1_Annual report
	Year 1_Progress report
	Year 2_Annual report
	Year 2_Progress report
	Year 3_Progress report
Published article	Article link (Jordan: Refugee women and girls take back control of their lives)
UNTF External Evaluation Templates	Annexes - UN Trust Fund Final External Evaluation Guidance - September 2018. v1.
	Annex A - Glossary of Technical Terms
	Annex B - Recommended ToR Template
	Annex C - Recommended Inception Report Structure
	Annex D - Evaluation Matrix Template
	Annex E - Recommended Evaluation Report Structure
	Annex F - Beneficiary Data Template
	Annex G - Recommended Methodology Template
	Annex H - Recommended Findings Template
	Annex I - Recommended Conclusions Template
	Annex J - Recommendations Template
	Annex K - Management Response Template
	Annex L - Draft Evaluation Report Checklist

Annex (4): List of the KIIs Participants

#	Organization Name	Target Group	Position	Date
1	CRP	Project Team	Project Lead	6/10/2024
2	CRP	Project Team	Technical Team- Outcome 1 - GBVAP and LiA program officers	6/10/2024
3	CRP	Project Team	Technical Team- Outcome 2 - Livelihoods and PSS program officers	6/10/2024
4	CRP	Project Team	Help Disk Focal Point	6/10/2024
5	UNTF	Donor	Current and Former Arab States Portfolio Managers at the UNTF	6/13/2024

Annex (5): List of the FGDs Participants

#	Target Group	Beneficiaries	Location	Number of Participants	Date
1	Women	Primary beneficiaries	Hashemi Shamali Center	9	6/11/2024
2	Men	Secondary beneficiaries	Downtown Center	10	6/11/2024
3	Women	Primary beneficiaries	Hashemi Shamali Center	8	6/12/2024
4	CSOs and members of community-based groups/members	Secondary beneficiaries	Downtown Center	4	6/12/2024

Annex (6): Survey with Beneficiaries' Results

Background Information on the Phone Survey with Primary Beneficiaries' Respondents List (N=410)

Value	Frequency	Percentage
Age		
20-30	133	32%
31-40	122	30%
41-50	90	22%
51-60	50	12%

61 and above	15	4%
Marital Status		
Divorced	43	10%
Married	261	64%
Single	68	17%
Widowed	38	9%
Education Level		
No formal education	82	20%
Primary education completed	35	9%
Secondary education or equivalent completed	13	3%
Vocational training completed	129	31%
Diploma completed	147	36%
Bachelor's degree completed	4	1%
Employment Status		
Employed- full time	8	2%
Employed-part time	10	2%
Unemployed	77	19%
Homemaker	302	74%
Retired	5	1%
Self-employment	8	2%
District		
Downtown Amman	18	4%
Hashmi Shamali	179	44%
Others	213	52%
Participation in service or activity (<i>Frequency</i>)		
Women's Empowerment and GBV Awareness and Prevention Seminars	156	21%
Leadership in Action Seminars and training	56	8%
Community initiatives	40	5%
Financial assistance programs	78	10%
Livelihood training or social enterprise activities (Crochet, Manicure, Embroidery, Henna, Sewing)	189	25%
PSS programming (Art, Arabic Literacy Program, Yoga, Mind-Body Medicine, Candle and Soap Making Workshops)	101	14%

Utilization of the Help Desk for accessing services/referrals	62	8%
Didn't participate in any activity	66	9%

SURVEY STATISTICS (N=410)

Table () Activities/Services Satisfaction (n; 410)

Statements	Answers	N	Percentage
<i>Overall level of satisfaction or dissatisfaction regarding</i>			
The Women's Empowerment and GBV Awareness and Prevention Seminars (N=156 ¹⁸⁶)	Very satisfied	84	53.8%
	Satisfied	71	45.5%
	Neutral	1	0.6%
The Leadership in Action Seminars and training (N=56 ¹⁸⁷)	Very satisfied	28	50.0%
	Satisfied	26	46.4%
	Neutral	1	1.8%
	Very dissatisfied	1	1.8%
The community initiatives (N=40 ¹⁸⁸)	Very satisfied	29	72.5%
	Satisfied	9	22.5%
	Neutral	1	2.5%
	Dissatisfied	1	2.5%
The financial assistance programs (N=78 ¹⁸⁹)	Very satisfied	19	24.4%
	Satisfied	56	71.8%
	Dissatisfied	2	2.6%
	Very dissatisfied	1	1.3%
The livelihood training or social enterprise activities (N=189 ¹⁹⁰)	Very satisfied	102	54.0%
	Satisfied	81	42.9%
	Neutral	2	1.1%
	Dissatisfied	3	1.6%
	Very dissatisfied	1	0.5%
The PSS programming (N=101 ¹⁹¹)	Very satisfied	63	62.4%
	Satisfied	34	33.7%

¹⁸⁶ This is the total number of participants in Women's Empowerment and GBV Awareness and Prevention Seminars.

¹⁸⁷ This is the total number of participants in Leadership in Action Seminars and training.

¹⁸⁸ This is the total number of participants in Community initiatives.

¹⁸⁹ This is the total number of participants in financial assistance programs.

¹⁹⁰ This is the total number of participants in Livelihood training or social enterprise activities.

¹⁹¹ This is the total number of participants in PSS programming.

	Neutral	4	4.0%
The Help Desk for accessing services/referrals (N=62 ¹⁹²)	Very satisfied	29	46.8%
	Satisfied	29	46.8%
	Dissatisfied	2	3.2%
	Very dissatisfied	2	3.2%

Table () Evaluations Questions (n; 410)

Statements	Answers	N	Percentage
<i>Relevance</i>			
Overall, the project's activities that I participated in respond to my needs (N=344 ¹⁹³)	Yes, to a high extent	144	41.9%
	Yes, to a medium extent	146	42.4%
	Yes, to a low extent	25	7.3%
	No, it did not	29	8.4%
Overall, the service provided at the help desk relevant to my needs (N=62 ¹⁹⁴)	Yes, to a high extent	32	51.6%
	Yes, to a medium extent	25	40.3%
	Yes, to a low extent	1	1.6%
	No, it did not	4	6.5%
<i>Effectiveness</i>			
Overall, the project has improved my safety from gender-based violence (N=78 ¹⁹⁵)	Yes, to a high extent	31	39.7%
	Yes, to a medium extent	31	39.7%
	Yes, to a low extent	1	1.3%
	No, it did not	15	19.2%
Overall, the project has improved my general well-being (N=168 ¹⁹⁶)	Yes, to a high extent	12	7.1%
	Yes, to a medium extent	22	13.1%
	Yes, to a low extent	90	53.6%
	No, it did not	44	26.2%
Overall, the project has improved her safety from gender-based violence (N=8 ¹⁹⁷)	Yes, to a high extent	1	12.5%
	Yes, to a medium extent	1	12.5%
	Yes, to a low extent	3	37.5%
	No, it did not	3	37.5%
	Yes, to a high extent	1	9.1%
	Yes, to a medium extent	1	9.1%

¹⁹² This is the total number of participants in Help Desk for accessing services/referrals.

¹⁹³ This is the total number of participants excludes 66 participants who did not participate in any activity.

¹⁹⁴ This is the total number of participants in Help Desk for accessing services/referrals.

¹⁹⁵ This is the total number of participants who indicated that they participated in the project to protect themselves from GBV.

¹⁹⁶ This is the total number of participants who indicated that the project has improved their general well-being.

¹⁹⁷ This is the total number of participants who indicated that they know another woman who has participated in the project to protect herself from GBV.

Overall, the project has improved her general well-being (N=11 ¹⁹⁸)	Yes, to a low extent	6	54.5%
	No, it did not	3	27.3%
<i>Outcome 1: Community members are able and empowered to take action to prevent GBV</i>			
<i>Indicator 1.1: % of participants who report they would be willing to take action in the community to prevent GBV</i>			
Due to participating in the project, "I am willing to take action in my community to prevent gender-based violence (N=323 ¹⁹⁹)"	Yes, to a high extent	168	52.0%
	Yes, to a medium extent	78	24.1%
	Yes, to a low extent	9	2.8%
	No, it did not	68	21.1%
<i>Output 1.1 indicator % of training participants with increased knowledge of GBV and strategies for prevention of GBV in the community</i>			
Overall, my participation in the training activities increased my knowledge of gender-based violence (N=156 ²⁰⁰)	Yes, to a high extent	92	59.0%
	Yes, to a medium extent	50	32.1%
	Yes, to a low extent	6	3.8%
	No, it did not	8	5.1%
Overall, my participation in the training activities increased my knowledge of strategies for the prevention of GBV in the community (N=156 ²⁰¹)	Yes, to a high extent	87	55.8%
	Yes, to a medium extent	62	39.7%
	Yes, to a low extent	2	1.3%
	No, it did not	5	3.2%
<i>Indicator 1.2: % of participants involved in community-based projects to improve the rights and wellbeing of women and girls (segregated by sex and age)</i>			
I have been actively involved (regularly participated in meetings and events, taking on responsibilities, leading activities and showing commitment) in these community-based projects. (N=40 ²⁰²)	Very actively involved	25	62.5%
	Moderately involved	10	25.0%
	Slightly involved	4	10.0%
	Not very involved	1	2.5%
Output 1.2 indicator: % of community members with improved leadership and advocacy skills			
<i>Kirkpatrick Training Evaluation – Reaction</i>			
The 'Leadership in Action' training was relevant to my ability to develop leadership and advocacy skills." (N=56 ²⁰³)	Yes, to a high extent	30	53.6%
	Yes, to a medium extent	23	41.1%
	Yes, to a low extent	2	3.6%
	No, it was not	1	1.8%
<i>Kirkpatrick Training Evaluation – Learning</i>			
The 'Leadership in Action' training increased my knowledge of effective	Yes, to a high extent	37	66.1%
	Yes, to a medium extent	18	32.1%

¹⁹⁸ This is the total number of participants who indicated that the project has improved another woman general well-being.

¹⁹⁹ This is the total number of participants excludes 66 participants who did not participate in any activity, as well as 21 participants who only used the help desk and did not participate in any other activities.

²⁰⁰ This is the total number of participants in Women's Empowerment and GBV Awareness and Prevention Seminars.

²⁰¹ This is the total number of participants in Women's Empowerment and GBV Awareness and Prevention Seminars.

²⁰² This is the total number of participants in Community initiatives.

²⁰³ This is the total number of participants in Leadership in Action Seminars and training.

interpersonal and group communication (N=56 ²⁰⁴)	Yes, to a low extent	1	1.8%
The 'Leadership in Action' training increased my knowledge of advocacy techniques and strategies (N=56 ²⁰⁵)	Yes, to a high extent	24	42.9%
	Yes, to a medium extent	27	48.2%
	Yes, to a low extent	2	3.6%
	No, it was not	3	5.4%
The 'Leadership in Action' training increased my knowledge of project planning and execution (N=56 ²⁰⁶)	Yes, to a high extent	27	48.2%
	Yes, to a medium extent	19	33.9%
	Yes, to a low extent	5	8.9%
	No, it was not	5	8.9%
<i>Kirkpatrick Training Evaluation- Behavior</i>			
I now actively apply the interpersonal and group communication skills learned during the 'Leadership in Action' training in my community activities (N=56 ²⁰⁷)	Yes, to a high extent	31	55.4%
	Yes, to a medium extent	22	39.3%
	Yes, to a low extent	2	3.6%
	No, it was not	1	1.8%
I now actively use the advocacy techniques and strategies learned during the 'Leadership in Action' training to support my community (N=56 ²⁰⁸)	Yes, to a high extent	30	53.6%
	Yes, to a medium extent	21	36.5%
	Yes, to a low extent	4	7.1%
	No, it was not	1	1.8%
I now actively use the project planning and execution skills learned during the 'Leadership in Action' training to organize community initiatives/projects (N=56 ²⁰⁹)	Yes, to a high extent	25	44.6%
	Yes, to a medium extent	22	39.3%
	Yes, to a low extent	3	5.4%
	No, it was not	6	10.7%
<i>Kirkpatrick Training Evaluation – Results</i>			
As a result of the 'Leadership in Action' training and coaching from the project team, I have improved my leadership skills, leading to better participation and leading of community projects (N=56 ²¹⁰)	Yes, to a high extent	32	57.1%
	Yes, to a medium extent	20	35.7%
	Yes, to a low extent	2	3.6%
	No, it was not	2	3.6%
The skills I gained from the 'Leadership in Action' training have led to successful community projects that improve the rights and well-being of women and girls (N=56 ²¹¹)	Yes, to a high extent	24	42.9%
	Yes, to a medium extent	18	32.1%
	Yes, to a low extent	5	8.9%
	No, it was not	9	16.1%

²⁰⁴ This is the total number of participants in Leadership in Action Seminars and training.

²⁰⁵ This is the total number of participants in Leadership in Action Seminars and training.

²⁰⁶ This is the total number of participants in Leadership in Action Seminars and training.

²⁰⁷ This is the total number of participants in Leadership in Action Seminars and training.

²⁰⁸ This is the total number of participants in Leadership in Action Seminars and training.

²⁰⁹ This is the total number of participants in Leadership in Action Seminars and training.

²¹⁰ This is the total number of participants in Leadership in Action Seminars and training.

²¹¹ This is the total number of participants in Leadership in Action Seminars and training.

I have shared my learning from the 'Leadership in Action' training with other community members and encouraged them to use these skills (N=56 ²¹²)	Yes, to a high extent	32	57.1%
	Yes, to a medium extent	21	37.5%
	Yes, to a low extent	3	5.4%
<i>Outcome 2: Vulnerable women from the refugee and host community become more emotionally and financially resilient: Indicator 2.1: % of participants who report improvement in their (a) emotional resilience and (b) financial resilience</i>			
After participating in the project, my ability to handle and cope with my stress and emotions has improved (N=101 ²¹³)	Yes, to a high extent	41	40.6%
	Yes, to a medium extent	51	50.5%
	Yes, to a low extent	6	5.9%
	No, it was not	3	3.0%
After participating in the project, my ability to handle and cope with others' stress and emotions has improved (N=101 ²¹⁴)	Yes, to a high extent	40	39.6%
	Yes, to a medium extent	51	50.5%
	Yes, to a low extent	6	5.9%
	No, it was not	4	4.0%
After participating in the project, my confidence in facing challenges has improved (N=101 ²¹⁵)	Yes, to a high extent	43	42.6%
	Yes, to a medium extent	44	43.6%
	Yes, to a low extent	7	6.9%
	No, it was not	7	6.95
After participating in the project, the emotional support I'm getting from my family or friends has improved (N=101 ²¹⁶)	Yes, to a high extent	45	44.6%
	Yes, to a medium extent	31	30.7%
	Yes, to a low extent	14	13.9%
	No, it was not	11	10.9%
After participating in the project, my ability to find opportunities to earn money through employment, Self-employment, or vocational training has improved (N=78 ²¹⁷)	Yes, to a high extent	6	7.7%
	Yes, to a medium extent	3	3.8%
	Yes, to a low extent	6	7.7%
	No, it was not	63	80.8%
After participating in the project, my ability to manage money, including budgeting, saving, and using financial services has improved (N=78 ²¹⁸)	Yes, to a high extent	11	14.1%
	Yes, to a medium extent	28	35.9%
	Yes, to a low extent	15	19.2%
	No, it was not	24	30.8%
After participating in the project, my knowledge of Financial Support	Yes, to a high extent	9	11.5%
	Yes, to a medium extent	14	17.9%

²¹² This is the total number of participants in Leadership in Action Seminars and training.

²¹³ This is the total number of participants in PSS programming.

²¹⁴ This is the total number of participants in PSS programming.

²¹⁵ This is the total number of participants in PSS programming.

²¹⁶ This is the total number of participants in PSS programming.

²¹⁷ This is the total number of participants in financial assistance programs.

²¹⁸ This is the total number of participants in financial assistance programs.

Networks and ability to find them in my surrounding community has improved (N=78 ²¹⁹)	Yes, to a low extent	17	21.8%
	No, it was not	38	48.7%
<i>Output indicator 2.2: % of livelihood training participants who report improved professional skills or knowledge in revenue-generating enterprise</i>			
After participating in the livelihood training, my knowledge about earning money through a business or job has improved (N=189 ²²⁰)	Yes, to a high extent	31	16.4%
	Yes, to a medium extent	56	29.6%
	Yes, to a low extent	23	12.2%
	No, it was not	79	41.8%
After participating in the livelihood training, my professional Job skills (e.g., crafting, tailoring, cooking, sewing, embroidery, crochet, manicure, henna) have improved (N=189 ²²¹)	Yes, to a high extent	66	34.9%
	Yes, to a medium extent	75	39.7%
	Yes, to a low extent	30	15.9%
	No, it was not	18	9.5%
After participating in the livelihood training, my professional Business skills (e.g., marketing, sales, customer service) have improved (N=189 ²²²)	Yes, to a high extent	24	12.7%
	Yes, to a medium extent	59	31.2%
	Yes, to a low extent	28	14.8%
	No, it was not	78	41.3%
After participating in the livelihood training, my professional financial skills (e.g., budgeting, saving, investing) have improved (N=189 ²²³)	Yes, to a high extent	27	14.3%
	Yes, to a medium extent	47	24.9%
	Yes, to a low extent	29	15.3%
	No, it was not	86	45.5%
After participating in the livelihood training, my communication skills (e.g., speaking, writing) have improved (N=189 ²²⁴)	Yes, to a high extent	68	36.0%
	Yes, to a medium extent	75	39.7%
	Yes, to a low extent	23	12.2%
	No, it was not	23	12.2%
<i>Outcome 3: Community members improve their help-seeking behavior: Indicator 3.1: % of community members with improved access to services including enrolling in internally offered programming or receiving referrals</i>			
After participating in the project, my access to services has improved (N=344 ²²⁵)	Yes, to a high extent	141	41.0%
	Yes, to a medium extent	133	38.7%
	Yes, to a low extent	43	12.5%
	No, it was not	27	7.8%
	Yes, to a high extent	109	31.7%
	Yes, to a medium extent	106	30.8%

²¹⁹ This is the total number of participants in financial assistance programs.

²²⁰ This is the total number of participants in Livelihood training or social enterprise activities.

²²¹ This is the total number of participants in Livelihood training or social enterprise activities.

²²² This is the total number of participants in Livelihood training or social enterprise activities.

²²³ This is the total number of participants in Livelihood training or social enterprise activities.

²²⁴ This is the total number of participants in Livelihood training or social enterprise activities.

²²⁵ This is the total number of participants excludes 66 participants who did not participate in any activity.

After participating in the project, I have enrolled in programs offered by the project (N=344 ²²⁶)	Yes, to a low extent	48	14.0%
	No, it was not	81	23.5%
After participating in the project, I have received referrals to other services (N=344 ²²⁷)	Yes, to a high extent	25	7.3%
	Yes, to a medium extent	43	12.5%
	Yes, to a low extent	23	6.7%
	No, it was not	253	73.5%
I would recommend CRP help desk services to my family and friends (N=344 ²²⁸)	Yes, to a high extent	285	82.8%
	Yes, to a medium extent	42	12.2%
	Yes, to a low extent	10	2.9%
	No, I would not	7	2.0%
<i>Sustainability</i>			
I believe the benefits or changes brought about by the project will continue after the project ends (N=323 ²²⁹)	Yes, to a high extent	164	50.8%
	Yes, to a medium extent	128	39.6%
	Yes, to a low extent	15	4.6%
	No, it will not	16	5.0%
<i>Knowledge generation</i>			
To what extent have you shared any information or skills learned from the project with others? (N=323 ²³⁰)	Yes, to a high extent	166	51.4%
	Yes, to a medium extent	80	24.8%
	Yes, to a low extent	21	6.5%
	No, I have not	56	17.3%

Table () Multiple Choice Questions (n; 410)

Statements	Answers	N	Percentage
<i>Effectiveness</i>			
<i>Indicator 1: Perception of women and girl participants on their (a) safety from GBV and (b) their general well-being (pre and post project engagement)</i>			
Participated in the project to protect myself from GBV. (N=323 ²³¹)	Yes	78	24%
	No	245	76%
	Yes	168	69%

²²⁶ This is the total number of participants excludes 66 participants who did not participate in any activity.

²²⁷ This is the total number of participants excludes 66 participants who did not participate in any activity.

²²⁸ This is the total number of participants excludes 66 participants who did not participate in any activity.

²²⁹ This is the total number of participants excludes 66 participants who did not participate in any activity, as well as 21 participants who only used the help desk and did not participate in any other activities.

²³⁰ This is the total number of participants excludes 66 participants who did not participate in any activity, as well as 21 participants who only used the help desk and did not participate in any other activities.

²³¹ This is the total number of participants excludes 66 participants who did not participate in any activity, as well as 21 participants who only used the help desk and did not participate in any other activities.

Participated in the project to enhance my well-being. (N=245 ²³²)	No	77	31%
I know another woman who has participated in the project to protect herself from GBV. (N=78 ²³³)	Yes	8	10%
	No	69	90%
I know another woman who has participated in the project to enhance her well-being. (N=69 ²³⁴)	Yes	11	16%
	No	58	84%
<i>Outcome 1: Community members are able and empowered to take action to prevent GBV: Indicator 1.1: % of participants who report they would be willing to take action in the community to prevent GBV (frequency)</i>			
Which of the following actions are you willing to take to prevent GBV in your community? (Select all that apply)	Reporting incidents of GBV to authorities	139	17%
	Participating in community awareness programs	167	21%
	Supporting survivors of GBV	156	19%
	Advocating for policies against GBV	124	15%
	Educating others about GBV	223	28%
<i>Output 1.1 indicator % of training participants with increased knowledge of GBV and strategies for prevention of GBV in the community (frequency)</i>			
Which of the following project activities have you participated in? (Select all that apply)	GBVAP Seminars	83	38%
	Women's Empowerment Seminars	119	54%
	Initial ToT with staff & community trainers based on CRP curriculum	10	5%
	Refresher ToT's for staff & new community trainers	7	3%
<i>Indicator 1.2: % of participants involved in community-based projects to improve the rights and wellbeing of women and girls (segregated by sex and age) (frequency)</i>			
Which of the following types of community-based projects have you been involved in? (Select all that apply)	Ween Ween (وين وين)	2	3%
	Don't Throw It, Give It (لا ترميه .. تبرع فيه)	7	12%
	That's Me (هذا أنا)	2	3%
	Our Hands Make Plants (أيادينا تزرع)	16	27%
	Warm Them (دفيهم)	10	17%
	Your Presence is Blessed (وجودكم بركة)	2	3%

²³² This is the total number of participants who indicated that they didn't participate in the project to protect themselves from GBV.

²³³ This is the total number of participants who indicated that the project hasn't improved their general well-being.

²³⁴ This is the total number of participants who indicated that they didn't know another woman who has participated in the project to protect herself from GBV.

	Don't Give Me a Fish, Teach Me How (لا تعطيني سمكة ... علمني)	2	3%
	Green (أخضر)	2	3%
	Pass By (ميل)	5	8%
	Other	11	19%
<i>Impact (frequency)</i>			
Can you share any specific changes in your community that have resulted from this project? (Select all that apply)	Increased safety from GBV	150	22%
	Better emotional well-being	166	25%
	Improved financial situation	114	17%
	More community support	103	15%
	Increased willingness to take action against GBV	65	10%
	Other	28	4%
	None	51	8%
How has this project influenced your personal actions or decisions? (Select all that apply)	Reporting incidents of GBV	50	11%
	Supporting other women	202	44%
	Participating in community activities	41	9%
	Seeking help when needed	56	12%
	Other	13	3%
	None	92	20%
<i>Sustainability (frequency)</i>			
What type of ongoing support or resources do you think are necessary to sustain the benefits of this project?	Community support	163	28.3%
	Continued training	241	41.8%
	Government assistance,	151	26.2%
	Others	19	3.3%
	None	2	0.3%
<i>Knowledge generation (frequency)</i>			
What aspect of the project do you think has been most valuable in educating or informing others about preventing gender-based violence?	Workshops	105	21%
	Brochures/Handouts	46	9%
	Training sessions	206	41%
	Personal counselling	115	23%
	Others	28	6%

Annex (7): Final version of the ToR

Consultant for the final evaluation of CRP

Location:	Amman, Jordan
Application deadline:	24/03/2024
Languages required:	Arabic, English
Starting date:	1/04/2024
Expected duration of assignment:	55 days over 4 months

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Background and context

Background and context of the project

CRP is a non-profit organization working with urban refugee communities in Amman, Jordan since 2006. CRP operates two community centers in the city where we engage annually with about 6,500 families. Our community is refugees and migrants from Iraq, Syria, Sudan, Somalia, and Yemen as well as the Jordanian and Palestinian host community. Our work takes a community-based and trauma-sensitive approach to program development. We regularly consult with community leaders to ensure quality management of ongoing programs, and to identify new skill-building and community-building initiatives that would best meet our community’s needs.

Funded by the UN Trust Fund, CRP’s project “Women Empowerment & Gender Based Violence Prevention in Urban Amman” helps to protect women and girls from the refugee and host communities who have become more vulnerable to domestic violence as a result of the COVID-19 pandemic. CRP worked to upscale its proven social, economic, and livelihood interventions to address the pandemic-driven structural issues contributing to domestic violence. By the conclusion of the project on 31 May 2024, we anticipate having directly benefited at least 4500 vulnerable women and girls, the majority of whom are refugees, who received support at the individual, family, and community levels. The UNTF funded project duration was three years (1/06/2021-31/05/2024). See a short summary of this project published by UN Women [online](#), and consult our [website](#) for an overview of CRP’s work.

Description of the project

Organization	CRP
Project title	Women Empowerment & Gender Based Violence Prevention in Urban Amman
Project duration	3 years
Budget and expenditure	761,000\$
Geographical areas	Amman, Jordan
Specific forms of violence addressed by the project	VAW/G
Main objectives of the project	Women and Girls who are more vulnerable to GBV as result of the COVID-19 pandemic, are safer and have increased wellbeing as a result of individual, family and community support that promotes positive behavior change and coping mechanisms, improves access to financial support and livelihoods opportunities and increases access to information, assistance, and support.
Key assumptions of the project	Women in the refugee community will be more safe and more resilient. They will be aware of their rights and deepen their understanding of GBV at the personal and community level. Women will have increased control over economic resources

	<p>and have greater capacity to generate income for themselves and their families.</p> <p>Women and girls in the host community are safe and more resilient. They will be aware of their rights and deepen their understanding of GBV at the personal and community level. Women will have increased control over economic resources and have greater capacity to generate income for themselves and their families. They will become agents of change who can identify and address GBV and take steps to prevent it or to connect victims to appropriate resources for help.</p> <p>Survivors will be greatly strengthened with wrap-around community based psychosocial programming and, if very vulnerable, short term cash assistance. Women will have increased capacity and opportunity to secure an income for themselves and their families by their involvement in livelihoods training.</p>
<p>Description of targeted primary and secondary beneficiaries</p>	<p>Primary beneficiaries (4,500)</p> <p>Female refugees/Internally displaced/asylum seekers: 2,585</p> <p>Women and girls in general: 1,500</p> <p>Women/girls survivors of violence Number: 415</p> <p>Characteristics of primary beneficiaries</p> <p>Age: 20 to 60 and above</p> <p>Setting: Urban</p> <p>Secondary beneficiaries (2,400)</p> <p>Members of CSOs (including NGOs): 200</p> <p>Members of community-based groups/members: 200</p> <p>Men and/or boys: 2000</p>
<p>Key implementing partners and stakeholders</p>	<p>UN Women, CRP</p>

Strategy and Theory of Change/Results chain

See Annex 1.

Purpose of the evaluation

The evaluation is to be conducted to assess the effectiveness and impact of interventions aimed at supporting women and girls who are more vulnerable to gender-based violence (GBV) due to the COVID-19 pandemic. Specifically, the evaluation aims to determine the extent to which initiatives providing individual, family, and community support have contributed to enhancing safety and increasing well-being among the primary beneficiaries. Additionally, the evaluation seeks to gauge the success of programs in fostering positive behavior change, improving access to financial support and livelihood opportunities, and increasing access to information, assistance, and support services. The purpose is not only to assess the outcomes achieved but also identify lessons learned and recommendations for future programming. The evaluator is expected to engage with stakeholders,



including project beneficiaries, to ensure a participatory and inclusive evaluation process that promotes transparency, accountability, and learning.

Stakeholders involved in the project, the implementing organization (CRP), UN Women, and CRP's other donors will utilize the evaluation findings. These insights will inform decision-making regarding program design, implementation, and resource allocation. By identifying the strengths and weaknesses of current interventions, stakeholders can adapt strategies to better meet the needs of vulnerable women and girls. The evaluation results will be used in real-time to guide ongoing project activities and will also inform future program planning and development efforts.

CRP and its stakeholders will use the findings of the evaluation to guide decision making and institutional improvements such as the following:

Program Enhancement: Adjustments and improvements will be made to current interventions to maximize effectiveness and impact.

Resource Allocation: Funding will be directed towards strategies and activities that have proven effective in promoting safety, wellbeing, and resilience among vulnerable women and girls.

Policy Formulation: Evaluation results will inform the development of policies and guidelines aimed at addressing gender-based violence and supporting vulnerable populations during emergencies like the COVID-19 pandemic.

Advocacy Initiatives: Stakeholders will use evaluation findings to advocate for increased attention and resources to address the needs of women and girls affected by GBV, both within the project context and more broadly in humanitarian and development efforts.

In essence, the evaluation will serve as a crucial tool for learning, accountability, and evidence-based decision-making, ultimately contributing to the improved safety, wellbeing, and resilience of women and girls amidst the challenges posed by the COVID-19 pandemic.

Evaluation Objectives and scope

Scope of evaluation

1- **Timeframe:** this evaluation will assess the entire project "Women Empowerment & Gender Based Violence Prevention in Urban Amman" for its 36-month duration (1/06/2021-31/05/2024).

2- **Geographic Coverage:** The evaluation will take place in Amman, Jordan and will include the two CRP centers in Downtown and Hashmi Shamali, where interventions were implemented.

3- **Target Group:** The evaluation will focus on women who were identified as more vulnerable to GBV as a result of the COVID-19 pandemic and encompass both the primary and secondary project beneficiaries. The project targeted a total of 4,500 primary beneficiaries and 2,400 secondary beneficiaries. CRP recommends that the evaluator target a sample size of 10% of the primary beneficiaries (approximately 450), and 10% of the secondary beneficiaries (approximately 250). The evaluator may recommend adjusting the percentage depending on available resources. The evaluator should ensure randomized sampling.

4- **Approach:** The evaluation will embrace an approach that prioritizes gender responsiveness and equity, placing particular emphasis on addressing the unique needs and perspectives of women and girls. It will delve into how interventions aimed at individual, family, and community support influence positive behavior change and coping strategies, enhance access to financial resources and livelihood options, and facilitate greater availability of information, aid, and support services. Moreover, the evaluation will scrutinize the interplay of various factors such as gender, age, and socioeconomic

status, among others, to better understand how they intersect and influence vulnerability to gender-based violence (GBV) and access to support resources.

Objectives of the evaluation

To evaluate the entire project (1/06/2021-31/05/2024), against the effectiveness, relevance, efficiency, sustainability, knowledge generation and impact criteria, as well as the cross-cutting gender equality and human rights criteria (*defined below*);

To identify key lessons learned and promising or emerging good practices in the field of EAW/G, for learning purposes

To assess the effectiveness of programs intended to protect girls and women from gender-based violence (GBV) as a result of the COVID-19 pandemic. The goals of these interventions were to promote constructive behavior modification, fortify coping strategies, increase access to chances for employment and financial support, and enhance the availability of information and support to targeted vulnerable individuals. The external evaluator will conduct this assessment to determine whether or not CRP has achieved the project's objective.

Evaluation questions and criteria

Evaluation Criteria	Evaluation Questions
<p>Effectiveness</p> <p><i>A measure of the extent to which a project attains its objectives / results (as set out in the project document and results framework) in accordance with the theory of change.</i></p>	<p>To what extent were the intended project goal, outcomes and outputs (project results) achieved and how?</p> <p>How well have the interventions aligned with the project's objectives and results framework, and to what degree have they achieved the desired outcomes as outlined in the theory of change?</p>
<p>Relevance</p> <p><i>The extent to which the project is suited to the priorities and policies of the target group and the context.</i></p>	<p>To what extent do the achieved results (project goal, outcomes and outputs) continue to be relevant to the needs of women and girls?</p> <p>To what extent were the interventions aligned with the priorities and contextual factors of the target population?</p>
<p>Efficiency</p> <p><i>Measures the outputs - qualitative and quantitative - in relation to the inputs. It is an economic term which refers to whether the project was delivered cost effectively.</i></p>	<p>To what extent was the project efficiently and cost-effectively implemented?</p>
<p>Sustainability</p> <p><i>Sustainability is concerned with measuring whether the benefits of a project are likely to continue after the project/funding ends.</i></p>	<p>To what extent will the achieved results, especially any positive changes in the lives of women and girls (project goal level), be sustained after this project ends?</p>
<p>Impact</p> <p><i>Assesses the changes that can be attributed to a particular project relating specifically to</i></p>	<p>To what extent has the project contributed to ending violence against women, gender equality and/or women's empowerment (both intended and unintended impact)?</p>

<i>higher-level impact (both intended and unintended).</i>	What measurable enhancements in wellbeing and safety have been noted among women and girls who have benefited from the support interventions?
Knowledge generation <i>Assesses whether there are any promising practices that can be shared with other practitioners.</i>	To what extent has the project generated knowledge, promising or emerging practices in the field of ERAW/G that should be documented and shared with other practitioners? What new insights, lessons learned, and best practices have emerged from the implementation of the support interventions aimed at addressing GBV vulnerabilities among women and girls during the COVID-19 pandemic?
Gender Equality and Human Rights	Cross-cutting criteria: the evaluation should consider the extent to which human rights based and gender responsive approaches have been incorporated through-out the project and to what extent.

Evaluation design and methodology

Proposed evaluation design

The external evaluation is a mandatory stage of the project cycle to understand why and to what extent intended and unintended results were achieved and to analyze the implications of the results. The evaluation should be gender-responsive and assess the degree to which gender and power relationships change as a result of the intervention. The evaluation process must be inclusive, participatory and respectful of all stakeholders. The Final Evaluation Report must satisfactorily meet United Nations standards as set out in the guidance provided by the UN Trust Fund. The selected Senior Evaluator will receive UNTF templates for the Inception and Final Report. The submission of the evaluation report is one of the conditions for project closure and the disbursement of remaining funds. As per the UNTF project log frame, CRP recommends the proposed evaluation design be followed by the external evaluator.

For the methodology, CRP recommends the *Mixed-Methods approach* to utilize both quantitative and qualitative methods to gather comprehensive data and insights. This will be further refined with the evaluation team.

Quantitative Methods: Conduct surveys and utilize existing data to measure changes in key indicators such as reported incidents of GBV, access to financial support, livelihood opportunities, and knowledge levels.

Qualitative Methods: Conduct interviews, FGDs, and case studies to understand the experiences, perceptions, and qualitative impacts of the support programs.

Data sources

The external evaluator will have the full cooperation and support of CRP administration and staff in order to access project data from various sources including but not limited to the following.

Access to UNTF-funded Project Beneficiaries Database: review the project database of project beneficiaries and their demographic profiles including contact information as developed by CRP in

order to make a random selection of the women and community members served by the project to participate in the qualitative and quantitative evaluation process.

Literature Review: review the previously submitted project proposal, progress and annual reports, and project results chain to gain a general overview of the project history.

Program records: review existing program documents such as attendance records, training curriculum, pre- and post- MEL assessments of individual activities, evaluation sheets, etc.

Proposed data collection methods and analysis

CRP recommends the following methods:

Process Evaluation: Review the documents that were prepared to assess the implementation process of support programs to identify strengths, weaknesses, and areas for improvement.

Outcome Evaluation: Evaluate the short- and long-term effects of the support programs in terms of behavior change, mitigation techniques, access to financial support such as regular cash assistance and livelihoods, and availability of information and support through visiting the help desk.

Additionally, determine the impact of our project on the participants emotional and financial resilience.

Impact Evaluation: Evaluate the long-term impact of the support programs on the safety and well-being of women and girls vulnerable to GBV.

The external evaluator should use rigorous data collection methods to make sure CRP has met the overall UNTF-funded project goal. Thus, the following techniques for data gathering are recommended to be employed:

Surveys (household surveys, telephone surveys) with UNTF activities beneficiaries

KIIs (program staff, community leaders)

FGDs (with program beneficiaries)

Case studies (in-depth exploration of individual experiences)

Review of program documents and reports

Upon completion of the data collection, the evaluator should recommend appropriate software and data analysis methodology in order to best answer the UNTF specified evaluation criteria and questions. After the evaluation process is complete, the evaluator is expected to provide a comprehensive report with findings, conclusions, and recommendations. CRP requests the evaluator to make a presentation of the final evaluation report in Amman at the conclusion of this assignment.

Proposed sampling methods

To guarantee representation across various demographic groups and minimize bias, CRP recommends the use of random sampling. To identify statistically significant changes in important indicators, make sure the sample size is sufficient. CRP recommends the evaluator stratify the target group by criteria such as age, gender, location, ethnicity, socioeconomic status, etc. The evaluator should ensure transparency in the process by documenting the sampling procedure. It is the responsibility of the selected evaluator to propose an appropriate sampling strategy in their Inception Report (see 7.0 Key Deliverables).

Field Visits

The external evaluator should perform field visits to conduct an observational site evaluation and confirm whether the funded project activities were conducted. This process includes several steps, such as identifying activities on site, scheduling field visits, meeting with project staff on-site, conducting interviews with the project beneficiaries while they are on-site, in cooperation with project staff, and finally interpreting this through reporting and documentation.

Level of Stakeholder engagement

As part of the accountability and evaluation process, CRP will engage the project stakeholders throughout the assessment process. The stakeholders might be partner NGOs, donors and funders, program managers, beneficiaries, and community members. After the evaluation is complete, CRP intends to engage stakeholders by sharing the results and findings of the final assessment.

Evaluation ethics

The evaluators must put in place specific safeguards and protocols to protect the safety (both physical and psychological) of respondents and those collecting the data as well as to prevent harm. This must ensure the rights of the individual are protected and participation in the evaluation does not result in further violation of their rights. The evaluator/s must have a plan in place to:

Protect the rights of respondents, including privacy and confidentiality.

Elaborate on how informed consent will be obtained and to ensure that the names of individuals consulted during data collection will not be made public.

The evaluator/s must be trained in collecting sensitive information and specifically data relating to violence against women and select any members of the evaluation team on these issues.

Data collection tools must be designed in a way that is culturally appropriate and does not create distress for respondents.

Data collection visits should be organized at the appropriate time and place to minimize risk to respondents.

The interviewer or data collector must be able to provide information on how individuals in situations of risk can seek support (referrals to organizations that can provide counseling support, for example)

7. Key deliverables of the evaluator and timeframe

No.	Deliverable	Deadlines of Submission to UN Trust Fund M&E Team	Deadline
1	Evaluation Inception Report	This report should be submitted by the evaluator within 2-4 weeks of starting the assessment . The inception report needs to meet the minimum requirements and structure specified in the evaluation guidelines.	By 15 April 2024
2	Draft Evaluation Report	The Draft Report needs to meet the minimum requirements and structure specified in the evaluation guidelines.	By 15 June 2024

3	Final Evaluation Report	The Final Report needs to meet the minimum requirements and structure specified in this guideline for UN Trust Fund’s review and approval.	By 28 July 2024
4	Final Evaluation Presentation	The Evaluation team will present their findings through a PowerPoint presentation.	By 28 July 2024

Evaluation team composition

Roles and responsibilities

The Evaluation Team will consist of 1 or 2 national consultant(s) (to be further discussed with the applicant). The Senior Evaluator will be responsible for undertaking the evaluation from start to finish and for managing the evaluation team under the supervision of evaluation task manager from the grantee organization, for the data collection and analysis, as well as report drafting and finalization in English.

Required Competencies

Senior Evaluator

Evaluation experience at least 5 years in conducting external evaluations, with mixed-methods evaluation skills and having flexibility in using non-traditional and innovative evaluation methods.

Expertise in gender and human-rights based approaches to evaluation and issues of VAW/G.

Experience with program design and theory of change, gender-responsive evaluation, participatory approaches and stakeholder engagement.

Specific evaluation experiences in the areas of EVAW/G.

Experience in collecting and analyzing quantitative and qualitative data as well as data visualization.

In-depth knowledge of gender equality and women’s empowerment

A strong commitment to delivering timely and high-quality results, i.e. credible evaluation and its report that can be used.

A strong team leadership and management track record, as well as interpersonal and communication skills to help ensure that the evaluation is understood and used.

Good communication skills and ability to communicate with various stakeholders and to express concisely and clearly ideas and concepts.

Regional/Country experience and knowledge: in-depth knowledge and experience working in Jordan and with refugee populations such as from Syria, Iraq, Somalia, Sudan is required.

Language proficiency: fluency in English and Arabic is mandatory; good command of local Levantine Arabic language is desirable.

Management Arrangements of the evaluation

Evaluation Task Manager will be the Grants and Partnerships Manager of CRP who will lead the overall management of the evaluation process and ensure that the work of the External Evaluator meets UNTF standards.

The Internal Evaluation Management Group will include CRP UNTF-funded project staff, M&E Staff, and senior managers and will contribute to the evaluation process.

The Stakeholder Reference Group will include UN Portfolio Manager, UNTF-funded project Beneficiaries and Volunteers. As required, consultation with partner NGOs and Women’s Rights groups in Jordan affiliated with the project will be available.

The Evaluation team will consist of a Senior evaluator and any team member that may be nominated by the Evaluator. They will be responsible for undertaking the evaluation from start to finish.

Timeline of the entire evaluation process

Stage of Evaluation	Key Task	Responsible	Number of working days required	Timeframe
Application stage	Deadline for Application submission	Evaluator/s	/	By 24 March 2024
	Selected Evaluator Confirmed	Evaluation Task Manager	/	By 31 March 2024
Inception stage	Briefings by team to orient the selected evaluator	Evaluation Task Manager	10 working days	First week
	Desk review of key documents	Evaluator/s		First week
	Finalizing the evaluation design and methods	Evaluator/s		Second week
	Submit draft Inception report	Evaluator/s		By 19 April 2024
	Review Inception Report and provide feedback	Evaluation Task Manager, Stakeholder Group and UNTF	4 working days	By 24 April 2024
	Incorporating comments and revising the inception report	Evaluator/s	4 working days	By 30 April 2024
	Submitting final version of inception report	Evaluator/s		
	Review final Inception Report and approve	Evaluation Task Manager, Stakeholder Group and UNTF	5 working days	By 8 May 2024
Data collection and analysis stage	Desk research	Evaluator/s	10 working days	
	In-country technical mission for data collection (visits to the field, interviews, questionnaires, etc.)	Evaluator/s	Over 6-8 weeks (depending on travel)	By early June 2024
Synthesis and reporting stage	Analysis and interpretation of findings	Evaluator/s	4 weeks	By 18 June 2024
	Preparing a first draft report	Evaluator/s		

	Review of the draft report with key stakeholders for quality assurance	Evaluation Task Manager, Stakeholder Group and UNTF	10 working days	By 1 July 2024
	Consolidate comments from all the groups and submit the consolidated comments to evaluation team	Evaluation Task Manager		
	Incorporating comments and preparing second draft evaluation report	Evaluation Team	2 weeks	By 18 July
	Final review and approval of report	Evaluation Task Manager, Stakeholder Group and UNTF	5 working days	By 25 July
	Final edits and submission of the final report	Evaluator/s	4 working days	By 31 July 2024

Steps to Express Interest

Qualified Evaluators who wish to respond to this opportunity should send as soon as possible and no later than Sunday 24 March 2024 via email to recruiting@collateralrepairproject.org with the subject line External Evaluation Consultant:

a detailed and current CV of the Senior Evaluator including a summary of past relevant experience in project evaluation.

a high-level proposal of the steps to be taken to execute this task within the timeline above and including details of the recommended qualitative and quantitative methods necessary to meet the requirements of this TOR.

A price proposal reflecting the level of effort broken down by the Stage of Evaluation detailed in the timeline above.

In addition to this document, please refer to the enclosed UNTF Inception and Final Report Templates to guide your proposal preparation.

1. Evaluation Methodology

2. Findings and Analysis per Evaluation Question

Findings and analysis must provide direct answer to each evaluation question with conclusive statements, sound analysis and concrete evidence to substantiate findings. See **Annex H** for optional template.

3. Conclusions

Conclusions must be presented with clear logic and correlation to findings. See Annex I for a recommended template.

4. Recommendations

Recommendations must be provided with clear actionable steps to be taken within specific timeframe. Evaluator(s) are strongly encouraged to add additional paragraphs/sub-sections in narrative format to elaborate on the rational for recommendations made. See Annex J for a recommended template.

5. Annexes

The following annexes must be submitted to the UN Trust Fund as attachments to both the draft and final report. They should be compiled and merged with the main report, and not sent as separate files.

- **Final Version of TOR of the evaluation**
- **Evaluation Matrix.** This should be submitted complete with indicators, data sources and data collection methods per evaluation question. See Annex D for the template.
- **Beneficiary Data Sheet.** This should provide the total number of beneficiaries reached by the project as assessed by the evaluator/s. See Annex F for the template.
- **Additional methodology-related documentation** This should present data collection instruments including questionnaires, interview guide(s), observation protocols, informed consent statements, etc. And safety and ethical protocols.
- **Lists of persons and institutions interviewed or consulted, and sites visited**
 - As appropriate, specification of the names of individuals interviewed should be limited to ensure confidentiality in the report. Please provide the names of institutions or organizations that they represent.
- **List of supporting documents reviewed**

Annex (8): Beneficiary Data Sheet

TOTAL BENEFICIARIES REACHED BY THE PROJECT	
Type of Primary Beneficiary	Number
Female domestic workers	N/A
Female migrant workers	N/A
Female political activists/ human rights defenders	N/A
Female sex workers	N/A
Female refugees/ internally displaced asylum seekers	2,901
Indigenous women/ from ethnic groups	N/A
Lesbian, bisexual, transgender	N/A
Women/ girls with disabilities	N/A
Women/ girls living with HIV/AIDS	N/A

Women/ girls survivors of violence	3
Women prisoners	N/A
Women and girls in general	578
Other (Specify here:)	N/A
TOTAL PRIMARY BENEFICIARIES REACHED	3,482
Type of Secondary Beneficiary	Number
Members of Civil Society Organizations	27
Members of Community Based Organizations	289
Members of Faith Based Organizations	N/A
Education Professionals (i.e., teachers, educators)	N/A
Government Officials (i.e., decision makers, policy implementers).	N/A
Health Professionals (doctors, nurses, medical practioners)	N/A
Journalists / Media	N/A
Legal Officers (i.e., Lawyers, prosecutors, judges)	N/A
Men and/ or boys	1415
Parliamentarians	N/A
Private sector employers	N/A
Social/ welfare workers	N/A
Uniformed personnel (i.e., Police, military, peace keeping)	N/A
Other (Specify here:)	N/A
TOTAL SECONDARY BENEFICIARIES	1,731
Indirect beneficiaries reached	Number
Other (total only)	
GRAND TOTAL	5,213

Annex (9): The results chain

Objective - CRP	Indicators - CRP	Target	Achieved target by CRP
<p>Project Goal</p> <p>Women and girls from the refugee and host communities in East Amman, who are more vulnerable to domestic violence and other forms of GBV as a result of the COVID- 19 pandemic, are safer and have increased wellbeing as a result of individual, family, and community support at the end of the three-year project.</p>	<p>Indicator 1: Perception of women and girl participants on their (a) safety from GBV and (b) their general well-being (pre and post project engagement)</p> <p>Women and girl participants are reporting improved (a) feeling of safety from GBV and (b) general well- being at the end of the year and in comparison, to the previous year.</p>	<p>725 out of 4500 women who participated in the project activities</p> <p>Female refugees/ Internally displaced/ asylum seekers: 2,585</p> <p>Women and girls in general: 1,500</p> <p>Women/girls survivors of violence Number: 415</p>	<p>105 out of 3473 women and girls</p> <p>Year 1: 233 women and girls (survey data was limited 18 women reported improved (a) feeling of safety from GBV and (b) general well-being at the end of the year - no % available and not sure how many survey respondents.)</p> <p>Year 2: 1566 women and girls (survey data was limited, 90 participants (Women and girls) reported feeling safe and comfortable at CRP community centers. 35 reported that the reason they visit the community centers is to find a safe and comfortable space to spend time outside of their homes. 22 women reported improved (a) feeling of safety from GBV and (b) general well-being at the end of the year - no % available and not sure how many survey respondents)</p> <p>Year 3: 1674 women and girls, 78% (65/83) felt safer and have better wellbeing 82,5% (52/63) have reported improved feelings of safety from GBV and 81% improved general well-being (51/63)</p> <p>Secondary beneficiaries</p> <p>Year 1: 113 men or boys + 0 Csos</p> <p>Year 2: 630 men or boys + 1 Csos</p> <p>Year 3: 672 men or boys + 27 Csos</p> <p>174 community members</p>

Outcome 1	Community members are able and empowered to take action to prevent GBV within their own families and in the wider community.	Indicator 1.1: % of participants who report they would be willing to take action in the community to prevent GBV (segregated by sex and age) Number of participants (at least 50% female) who report willingness to take action in the community	270	121, 83% (101/121) women Year 1: 34 (19 women) through survey Year 2: 31 (27 women) through survey Year 3: 56 (55 women) through survey Ages N/A Year1: 55% of respondents suggested initiatives to address GBV in their communities AND/OR discussed GBV and shared knowledge with their families and local community. Year2: 81% of respondents were female and reported willingness to take action, raise awareness and share knowledge about the issues they learned with family members, neighbors, and friends. year 3: survey progress report - 24 out of 25 (96%) all women survey final report 84.21% (32 out of 38) Year 1 - 40 participants in GBVAP (21 women, 29 men) Year 2: 67 participants in GBVAP (55 women, 12 men), women aged 10-19: 1 20-24: 2, 25-59: 49, 60 and above: 3, men aged 10-19: 0 20-24: 0 25-59: 10, 60 and above: 2. Year 3: 259 participants in GBVAP (224 women, 35 men), women aged 10-19: 0 20-24: 19, 25-59: 196, 60 and above: 9, men aged 10-19: 2 20-24: 0 25-59: 46, 60 and above: 14.
		Indicator 1.2: % of participants involved in community-based projects to improve the rights and wellbeing of women and girls (segregated by sex and age) Number of participants (at least 50% female)	110	117, 85% (90/117) women Year 1: 0 Year 2: 47 (29 women) women aged 10-19: 0 20-24: 4, 25-59: 23, 60 and above: 1, men aged 10-19: 0 20-24: 0, 25-59: 12, 60 and above: 1. Year 3: 70 (61 women) women aged 10-19: 1 20-24: 18, 25-59: 42, 60 and above: 0, men aged 10-19: 2 20-24: 5, 25-59: 2, 60 and above: 0.
Outputs		Output indicator	Target	Achieved target by CRP

<p>Output 1.1 270 community members successfully completed the GBVAP and Women's Empowerment seminars in the community.</p>	<p>% of training participants with increased knowledge of GBV and strategies for prevention of GBV in the community (segregated by sex and age)</p>	<p>270 Year 1: 40, 60% of participants show increased knowledge Year 2: 100, 70% of participants show increased knowledge Year 3: 130, 80% of participants show increased knowledge</p>	<p>366, 82% women (300/366) Year 1: 40 (21 women, 29 men), 93% of survey respondents show increased knowledge, age N/A Year 2: 67 (55 women, 12 men), women aged 10-19: 1 20-24: 2, 25-59: 49, 60 and above: 3, men aged 10-19: 0 20-24: 0 25-59: 10, 60 and above: 2. 80.6% of survey respondents show increased knowledge. Year 3: 259 (224 women, 35 men), women aged 10-19: 0 20-24: 19, 25-59: 196, 60 and above: 9, men aged 10-19: 2 20-24: 0 25-59: 46, 60 and above: 14. 80.39% of survey respondents with increased knowledge.</p>
<p>Output 1.2 100 community members successfully completed the Leadership in Action seminars in the community.</p>	<p>% of community members with improved leadership and advocacy skills (i.e. interpersonal and group communication, advocacy, project planning and execution) (segregated by sex and age)</p>	<p>100 Year 1: 40, 60% of participants show increased knowledge (at least 50% women) Year 2: 60, 70% of participants show increased knowledge (at least 50% women)</p>	<p>117, 77% women (90/117) Year 1: not started Year 2: 47 (29 women, 18 men) women aged 10-19: 0 20-24: 4, 25-59: 23, 60 and above: 1, men aged 10-19: 0 20-24: 0, 25-59: 12, 60 and above: 1. 60% of participants show increased knowledge (at least 50% women) Year 3: 70 (61 women, 9 men). women aged 10-19: 1 20-24: 18, 25-59: 42, 60 and above: 0, men aged 10-19: 2 20-24: 5, 25-59: 2, 60 and above: 0., no survey results</p>
<p>Output 1.3 20 projects to promote women's rights and address GBV-related issues of local concern</p>	<p>Number of community projects implemented</p>	<p>20 Year1: 8 Projects implemented Year2: 12 Projects implemented</p>	<p>9 Year 1: not started Year 2: 4 Year 3: 5</p>

	are implemented by 100 community members.	Number of community members participating in projects (segregated by sex and age)	100 Year 2: 40 Community member participants (at least 50% women) Year3: 60 Community member participants (at least 50% women)	117, 77% women (90/117) Year 1: not started Year 2: 47 (29 women, 18 men) women aged 10-19: 0 20-24: 4, 25-59: 23, 60 and above: 1, men aged 10-19: 0 20-24: 0, 25-59: 12, 60 and above: 1. Year 3: 70 (61 women, 9 men). women aged 10-19: 1 20-24: 18, 25-59: 42, 60 and above: 0, men aged 10-19: 2 20-24: 5, 25-59: 2, 60 and above: 0.
Outcome 2	Vulnerable women from the refugee and host community become more emotionally and financially resilient.	Indicator 2.1: % of participants who report improvement in their (a) emotional resilience and (b) financial resilience	470	860 - 192 report improvement in (a) and (b) according to surveys but we do not have the overall percentage Year 1: 157 women reached for Outcome 2 (FHH, liv, PSS), 56% (18/33) (a) and 72% (b) (24/33) Year 2: 355 women reached for Outcome 2 (FHH, liv, PSS), 38 + 54 respondents reported improved emotional resilience and 39 financial resilience (though it is unclear how many respondents so no %) 92 (but we do not have the number of people reached overall by survey) Year 3: 348 women reached for Outcome 2 (FHH, liv, PSS), 90.63%, (29/32) (a) and (b) 90.63% (29/32) So, I guess here it would be 145 but again might not be very representative as we did not have many respondents
	Outputs	Output indicator	Target	145

	<p>Output 2.1 60 female headed households (each family approximately 3 individuals = 180 individuals total) have access to financial assistance on a monthly or bi-monthly basis</p>	<p>Number of female headed households receiving assistance</p>	<p>60 Year1: 20Female headed households (each family approximately 3 individuals = 180 individuals total) Year2: 20Female headed households (each family approximately 3 individuals = 180 individuals total) Year3: 20Female headed households (each family approximately 3 individuals = 180 individuals total)</p>	<p>60 Year 1: 20 (+33 short term) Year 2: 20 Year 3: 20</p>
	<p>Output 2.2 At least 200 refugee and vulnerable host community women successfully participated in livelihoods training programs or revenue-generating enterprises.</p>	<p>% of livelihood training participants who report improved professional skills or knowledge in revenue-generating enterprise</p>	<p>205 Year1: 55, 60% of participants show increased knowledge (All women) Year2: 75, 70% of participants show increased knowledge (All women) Year3: 75, 80% of participants show increased knowledge (All women)</p>	<p>413 Year 1: 52, 64% Year 2: 186, 61% Year 3: 175, 81.82% (9/11)</p>

	Output 2.3 At least 200 refugee and vulnerable host community women successfully participated in psychosocial support programming.	% of PSS programming participants who report increased emotional resilience after completing the PSS training.	205 Year1: 55, 60% of participants show increased knowledge (All women) Year2: 75, 70% of participants show increased knowledge (All women) Year3: 75, 80% of participants show increased knowledge (All women)	354 Year 1: 52, 56% Year 2: 149, no percentage but 51 women reported increased emotional resilience (not sure out of how many) Year 3: 153, 66.67% (14/21)
Outcome 3	Community members improve their help-seeking behavior.	Indicator 3.1: % of community members with improved access to services including enrolling in internally offered programming or receiving referrals to GBV or other social programs at external partners through the Helpdesk (segregated by type of referral, sex and age) Number of community members enrolled or referred (segregated by type of referral, sex and age)	Helpdesk monitoring data	3522 year 1: 131 people enrolled (37 women, 94 men), 18 referrals to women (9 medical, 9 basic needs) - age N/A Year 2: 1630 people enrolled (1077 women, 553 men), age 1-9: 152, 10-19: 513, 20-24: 143, 25-59: 774, 60 and above: 79 Referrals: 97 (household emergency cash assistance, PSS services, SGBV-related legal services, medical assistance, disability and child development therapy) referrals age N/A Year 3: 1537 people enrolled (993 women, 544 men) women aged 1-9: 61 10-19: 271, 20-24: 104, 25-59: 520, 60 and above: 31, men aged 1-9: 80 10-19: 294, 20-24: 44, 25-59: 109, 60 and above: 13 Referrals: 109 (48 women, 61 men) women aged 1-9: 5 10-19: 2, 20-24: 2, 25-59: 25, 60 and above: 3, men aged 1-9: 2 10-19: 0, 20-24: 1, 25-59: 38, 60 and above: 6 (Medical, PSS, legal referrals)
	Outputs	Output indicator	Target	

	<p>Output 3.1 At least 380 beneficiaries are served by the Help Desk program through internal program registration (i.e. registration in education, vocational training, basic needs assistance, and PSS services).</p>	<p>Number of community members enrolled in CRP programming (i.e. basic needs assistance, PSS programs, educational and vocational programs) (segregated by sex and age)</p>	<p>380 Year1: 110 Community members (segregated by sex and age) Year2: 130 Community members (segregated by sex and age) Year3: 140 Community members (segregated by sex and age)</p>	<p>3204 Year 1: 37 female HoH and 94 male HoH (age N/A) Year 2: 1630 people enrolled (1077 women, 553 men), age 1-9: 152, 10-19: 513, 20-24: 143, 25-59: 774, 60 and above: 79 Year 3: 1537 people enrolled (993 women, 544 men) women aged 1-9: 61 10-19: 271, 20-24: 104, 25-59: 520, 60 and above: 31, men aged 1-9: 80 10-19: 294, 20-24: 44, 25-59: 109, 60 and above: 13</p>
		<p>Number of community members satisfied with service received at the Help Desk (segregated by sex and age)</p>	<p>380 Year1: 110, 30% of enrolled community members satisfied (segregated by sex and age) Year2: 130, 40% of enrolled community members satisfied (segregated by sex and age) Year3: 140, 50% of enrolled community members satisfied (segregated by sex and age)</p>	<p>Year 1: 39, 78% of survey respondents reported they were satisfied with the service they received at the Help Desk. Year 2: N/A Year 3: 97% of the respondents either agreed (63%) or agreed strongly (34%) across all 6 questions on average that they are satisfied with our helpdesk services (Although we did not ask respondents to specify their gender and age, 64% of help desk visitors are females, while 36% are males, the sample size (number of respondents) was 116)</p>

	<p>Output 3.2 At least 100 referrals for women and girls for GBV prevention and other social or health</p>	<p>Number of vulnerable women and girls who access outside referral services, or are referred to PSS or livelihoods programming at CRP from partner agencies (segregated by type of referral and age)</p>	<p>100 Year1: 10 Women and girls referred (segregated by type of referral and age) Year2: 30 Women and girls referred (segregated by type of referral and age) Year3: 60 Women and girls referred (segregated by type of referral and age)</p>	<p>116 Year 1: 18 (9 medical, 9 basic needs) Year 2: 50 women age N/A (household emergency cash assistance, PSS services, SGBV-related legal services, medical assistance, disability and child development therapy.) Year 3: 48 women aged 1-9: 5 10-19: 2, 20-24: 2, 25-59: 25, 60 and above: 3 (medical, PSS, legal referrals)</p>
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