

COAST Trust, Impact Assessment Report, YOUTH Project

Project Name : “Youth Of Ukhiya Towards Headways (YOUTH)”
Impact Assessment : 18th January to 21st January 2020
Submitted on : 28th January 2020



Focus Group Discussin (FGD) at 1no. Ghat, Ukhiyar Ghat, Balukhali in Ukhiya; Photo: Md. Arif Ullah, Program Officer, YOUTH project

A. Introduction:

This assessment process was mainly conducted to identify the impact of the YOUTH project. It is mentionable here that this assessment is covered the mentioned project that was Norwegian Refugee Council (NRC) funded and implemented by COAST Trust for the period of 1st January 2019 to 31st December 2019. That was the 2nd phase of this project.

To confirm a worthy alignment with the goal, outcome, and project results/outputs of the project, we have reorganized some of the Evaluative Questions (EQ). Finally, we ended up with 2 FGDs and 18 Key Evaluative Questions (KEQs) that have been used during the assessment process and are reflected in this report.

B. Objectives of the Impact Assessment:

The specific objectives of this impact assessment are:

1. To assess the standard of the achieved outcome and expected results of the project.
2. To assess the effect of the project on the targeted beneficiaries and their environment.
3. To identify key good practices and key lessons learned based on the assessment findings.

C. Methodology:

1. Impact Assessment Approach:

- i. **Selection of Impact Assessment Team:**
The impact assessment team was formed of central office staff, two M&E officers, and one program officer.
- ii. **Documents review :**
During the analysis period, the necessary project documents were reviewed and collected for further usage.
- iii. **Personal Interview :**
An individual questionnaire was developed. We conducted 18 personal interviews with the direct beneficiaries and also with the indirect beneficiaries who were involved with the project directly from the beginning.
- iv. **Focus Group Discussion :**
As per planning, 2 FGDs were organized. In each of the sessions, 10 participants were attended.
- v. **Field visit and Observation :**
The team visited project youth learning and follow up centers to get a better understanding of the activity in the centers.
- vi. **Case Studies:**
One case study was developed through findings of interviews with selected participants, meetings with stakeholders, and verification discussion in focus groups.
- vii. **Exit Meeting :**
In the end, the impact analysis was wrapped up with an exit meeting. All project field management team members were present. It was about sharing the findings during the visiting period.



Focus Group Discussion; Arifullah, YOUTH Project, COAST

D. Quantitative Achievements:

The project had effectively accomplished almost all of its quantitative targets except the number of targeted youth reached for the youth support centers in the working area.

SI	Name of Activities	Cumulative Achievement			
		Target	Achieved	Performance Indicator	Achieved Indicator
1.	Foundation training (Induction) for all staff	01 batch	01	20 participants will attend this training.	18 participants (7 male & 11 female) attended the meeting.
2.	Foundation training of center facilitators & Program Supervisors)	01 batch	01	All project staff will attend the training.	All 13 staff (5 male & 8 female) attended the meeting.
4.	Day observation	02	02	At least 150 participants will attend these sessions.	262 (83 male & 179 female) participants attended these events.
5.	Agriculture & livestock training (1st time)	160 (1 batch per learning center)	149	160 adolescents will participate.	149 adolescents (34 boys & 115 girls) participated.
6.	Agriculture & livestock training (2nd time)	160 (1 batch per learning center)	156	160 adolescents will participate.	156 adolescents (40 boys & 116 girls) participated.
7.	Sewing machine training (1st time)	160 (1 batch per learning center)	153	160 adolescents will participate.	153 adolescents (37 boys & 116 girls) participated.
8.	Sewing machine training (2nd time)	160 (1 batch per learning center)	145	160 adolescents will participate.	145 adolescents (35 boys & 110 girls) participated.
9.	Selective IGA (Computer) (1st time)	150 (1 batch per learning center)	131	160 adolescents will participate.	131 adolescents (40 boys & 91 girls) participated.
10	Selective IGA (Computer) (2nd time)	150 (1 batch per learning center)	145	160 adolescents will participate.	145 adolescents (31 boys & 124 girls) participated.
11	Driving training	15	12	15 male adolescents will participate.	12 male adolescents participated.
12	YOUTH center closing & certificate ceremony (June 2019)	160 (1 batch per learning center)	156	22	134
13	YOUTH center closing & certificate ceremony (December 2019)	160 (1 batch per learning center)	158	27	131
14	Meeting with local Union Parishad	02	02	55	46
15	Cultural program (2 times)	8 centers	8 centers	17	16
16	Total center establishment (1 center*20 participants)	14	14	80	100

- **The effect of the project interventions:**

The youth support centers were decorated with different learning materials. It brought a suitable environment and as well as a positive attitude among the participants. Precisely the visited centers were actively evidenced by regular meetings, attendance registers, minutes of meetings, and action plans. Also, the project team was efficient in the sense of communication and coordination with the parents of the participants. COAST has built a strong relationship with the members of the YST centers. They are committed to their work. More importantly, these members are the public representative of the communities and included many female members. All these stated issues had a great influence to achieve the expected results and to achieve the outcome of the project.

- **Expected Results of the project and Team members' observation sharing:**

SI	Expected Results	Progress made clear during the reporting period	Observation
01	Establishing 14 centers for 560 adolescent/youth	In 14 Youth centers (8 learning centers and 6 follow up centers), the project covered 498 youths	From each center, some of the registered youths were dropped out because of the distance between the learning and follow centers. Another reason was for getting better facilities they were involved with other NGOs or INGOs in similar types of activities.
02	320 youth learners finished training on-farm and off-farm trades	314 youth learners finished their skill development training	314 youth learners received their skill development training and got a certificate. But to involve in income-generating activities at the market level, they need to be even more skilled and that's why the project period is needed to be extended.
03	240 graduated learners finished advanced training on specific income-generating activities	240 graduated learners finished advanced training on specific income-generating activities	After reviewing the register of follow up centers on a sample basis, it has been found the correctness of the reported numbers which are given earlier.

Though the project is focusing on the issue of youth's self-reliant and economic empowerment. So, youth support centers have a great imperative role/responsibility to avail of the project's expected outcome. Now the strong points and areas to be improved of these youth centers are given below:

SI No.	Strong points	Could be improved
01	Learning the bad effects of early/child marriage	Some YST members suggested adding mobile phone repairing and hospitality management
02	Learning about human trafficking	Driving training was just for 15 days. It would have been better if the training went for 2 months.
03	Became aware of self-protection & personal hygiene	For the learning center's participants, they urged for a specific course for a certain time. It will help them to be skilled enough to fight in the market with their product/skill.
04	Learning on the difference between good touch and bad touch	
05	Context-based selective IGA training	



Personal Interview with the Guardian of a Youth, Arifullah, YOUTH Project, COAST

E. Major challenges identified which limited the project achievement:

- a. The center time, which was fixed at 2:30 pm wasn't good for all the selected youths especially for girls who came to these centers a little bit away. This issue increased the number of dropped out.
- b. Another valid reason for the above-mentioned topic was the refreshment cost. Where the other NGOs and INGOs working in the same community distributed good package, COAST had an insufficient budget allocation in this section.
- c. Those youths who received trade-based training from the learning centers couldn't be able to continue their practice to become more proficient because of the distance between the learning centers and the follow-up centers. With time, they lost their interest.
- d. Additionally COAST had faced difficulty recruiting skillful field staff rather than freshers to understand the project actual expectation by their selves and to work on it.

F. Recommendations:

- a. Adolescents should be selected from the adjacent areas where centers are located.
- b. A study should be conducted considering their interest areas/topics/trades.
- c. The training period should be more extended and exclusive.
- d. The course should be evaluated and feedback should be given immediately.
- e. Market linkage mechanisms both online and offline should be established to create an opportunity for product orders from different sectors.

G. Questions to the beneficiary, answers, and findings:

1. Was feedback taken from you during the project period?

100% of interviewees were answered yes.

2. Are you satisfied with the project facilities?

100% of them said that they are happy about the given facilities. But they urged that it would be better if the duration of IGA training were extended for a certain time.

3. Were they informed about the COAST complaint response mechanism?

In reply, 100% said that they are well informed about the COAST complaint response mechanism. Even the particular phone numbers are hanged at every youth support center's wall.

4. Did you utilize the learned life skill education and IGA training effectively?

100% of them answered that they utilized the learned life skill education and IGA training effectively. But it would be good if the duration of IGA training for a little bit longer.

5. Did the COAST employee had ever shared or discussed the way of their behavior with all of you?

It was a critical question regarding the COAST standard for accountability and quality management. 100% of the interviewees responded that COAST employee discussed on the mentioned topic with them.

6. Did the COAST employee ever discuss the protection of sexual harassment/ child abuse with all of you?

100% of the interviewees knew about COAST approaches/movement counter to sexual harassment/child abuse.

7. Did the COAST employee ever discuss the Risk assessment process with all of you?

100% of them were properly informed about this process.

[N.B. Apart from that, we asked several questions by the setting of exact indicators to measure the changes at their present awareness level which will finally help them to become self-reliant and economically empowered.]

H. Lessons Learned:

During visiting time, the team tried to scrutinize and identified several lessons learned from different stages and stakeholders e.g. project implementation level, stakeholder level, and Management level. Among them some identified lessons learned were positive and some were needed to be improved.

A. Project Implementation level:

a. Positive Aspect:

- i. Considering the Rohingya influx, this type of awareness-based and as well as skill development project is one of the most highly demandable in Ukhiya Upazila.
- ii. Effective community engagement.
- iii. The learned issues are very much essential in their daily life.

b. Areas to be improved:

- i. The duration of IGA training should be extended.

B. Stakeholder Level:

a. Positive Aspect:

- i. At the visiting time, it has been seen as an effective working relationship with the local stakeholders. They helped us by providing necessary information, engaged with different project activities, and more responsive to our feedback.

b. Area to be improved:

- i. Throughout the project period, there wasn't a single meeting arranged with the key stakeholders except for the inception and phase closing meeting. So, it should be added to stay they updated.

C. Management Level:

a. Positive Aspect:

- i. Sincere to work for achieving the project goal.
- ii. Project activities were implemented as per planning.

b. Limitations:

- i. As the project area was far away from the project implementation unit (PIU) office. So, monitoring the whole projected area simultaneously was difficult.
- ii. The knowledge gap was also a factor from the field the level.



Learning Center; Tahrira Afroz Tumpa, YOUTH Project, COAST

Annexure 01: Case Study:



Tafura talking about the struggle of her life with the Assessment team. Photo: Mojammel, M&E officer. COAST Trust

Tafura become self-reliant by getting IGA training

Tafura, an adolescent at the North-Rahmoter bill, An Youth support Center of palongkhali union under Ukhiya Upazila. She got married four years ago at the age of 16. She had a wonderful family life with a child and a husband. But In mid-2018, her husband was become jobless due to a lack of work opportunities. Tafura was suffering from an inferiority complex. The whole thing was that she couldn't do anything for her family.

After engaging with the COAST Trust youth center, she took life skills education and IGA training from here. She has completed the course of sewing machine training. Then she received 8500/- from COAST Trust. And bought a sewing machine. For extensive training, she joined in the follow-up center to take a deeper understanding of sewing machines training. Now she can contribute to her family's income by earning 2000 to 3000 taka per month.

She is grateful to COAST Trust and wishes that the other participants will also be economically solvent after completing courses from the centers.

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Annexure 02: Impact assessment Questionnaire.

উপকারভোগীর জন্য প্রশ্ন

নাম:	নারী / পুরুষ	বয়স:		
ঠিকানা:	শিক্ষাগত যোগ্যতা:	মোবাইল:		
১. প্রকল্প তৈরিতে উপকারভোগীদের সাথে বসা ও মতামত নেয়া হয়েছে কি না?	হা	না		
২. মতামত নেয়া হলে সেই অনুযায়ী প্রকল্পের কাজ সাজানো হয়েছে কি না?	হা	না	জানিনা	
৩. প্রকল্প চলাকালীন আপনাদের কাছ থেকে মতামত নেয়া হয় কি না?	হা	না	জানিনা	
৪. প্রকল্পের সেবাগুলো সম্পর্কে বলতে পারেন কি না?	হা	না	জানিনা	
৫. আপনি/আপনারা সেবা গ্রহণ করে খুশি কি না?	হা	না		
৬. না হলে কেন খুশি নন?.....				
৭. অভিযোগ নম্বর জানেন কি না?	হা	না	জানিনা	
৮. আপনি জীবন দক্ষতা বিষয়ক সেশন এবং প্রশিক্ষণ পেয়ে থাকলে তার সঠিক ব্যবহার করতে পেরেছেন কি না?	হা	না	জানিনা	
৯. ব্যাখ্যা করুন?				
১০. আপনি আইজিএ প্রশিক্ষণ পেয়ে থাকলে তার সঠিক ব্যবহার করতে পেরেছেন কি না?		হা	না	
১১. ব্যাখ্যা করুন?				
১২. সচেতনতামূলক প্রশিক্ষণ পেয়ে আপনার কোন পরিবর্তন হয়েছে কি না?	হা	না	জানিনা	
১৩. হলে কি ধরনের পরিবর্তন.....				
১৪. প্রকল্পের কর্মীরা তাদের আচরণ আপনাদের সাথে কেমন হবে সে বিষয়ে কখনও আলোচনা করেছেন কি?	হা	না	জানিনা	
১৫. প্রকল্পে যৌন হয়রনি/নারী ও শিশু নির্যাতন প্রতিরোধ ইত্যাদি সম্পর্কে কখনও আলোচনা হয়েছে কি না?	হা	না	জানিনা	
১৬. প্রকল্পের নেতিবাচক প্রভাব/ বার্থতা নিয়ে আপনার মতামত.....				
১৭. কোন কার্যক্রম উন্নত করলে (Area to be improved) তা পরবর্তী প্রকল্পের জন্য ভালো হবে?				
১৮. প্রকল্পে আপনাদের সাথে নিয়ে বৃদ্ধি নিরূপণ করা হয় কি না?	হা	না	জানিনা	

২টি কেসস্টাডি সংগ্রহ- (বার্থতা ও সফলতা) ছবিসহ

কর্মীদের জন্য প্রশ্ন

১. উপকার ভোগীর মতামত নেয়া হলে সেগুলোর ডকুমেন্টেশন আছে কি না? হা না
২. না হলে কেন?
৩. প্রকল্পের লক্ষ্য ও অর্জন ঠিক মতো বাস্তবায়ন করা গেছে কি না? হা না
৪. না হলে কোন কাজ ও কেন (তালিকা দেখুন) ?
৫. স্ট্যাচেস্টার রিকয়ারমেন্ট ও রিপোর্টিং ডকুমেন্টেশন ঠিক মতো আছে কি না? (হার্ড ও ছফট কপি) হা না
৬. বার্ন রেট: কর্মসূচি..... প্রশাসনিক

প্রশিক্ষণ গ্রহণকারীদের জন্য প্রশ্ন

১. আপনার প্রশিক্ষণের নাম কি ছিল? বলতে পেরেছে পারে নাই
২. যদি পারে, তাহলে প্রশিক্ষণের বিষয়গুলো কি ছিল? বলতে পেরেছে পারে নাই
৩. প্রশিক্ষণ নিয়ে আপনার কি লাভ হয়েছে?.....
৪. লাভ না হলে কেন?.....

ইভালুয়েশনকারীর জন্য গাইড লাইন

১. যতদূর সম্ভব বেশি সংখ্যক উপকারভোগীদের সাথে সাক্ষাতকার নেয়ার চেষ্টা করবেন।
২. প্রকল্পের লক্ষ্য ও উদ্দেশ্য হলো বিভিন্নমুখী জীবন দক্ষতা বিষয়ক সেশন এবং প্রশিক্ষণের মধ্য দিয়ে রোহিঙ্গা এবং স্থানীয় বাসিন্দাদের মধ্যে সচেতনতা ও সহনশীলতা গড়ে তোলা এবং স্থানীয়দেরকে অর্থনৈতিকভাবে স্বাবলম্বী করে তোলা। কেন হয়েছে বা হয়নি তার কারন খুঁজে বের করার চেষ্টা করবেন।
৩. সুপারিশমালা সংগ্রহ (উপকারভোগী, স্টেকহোল্ডার ও কর্মী থেকে)।
৪. সাক্ষাতকার গ্রহণে যেন ন্যূনতম ০০ শতাংশ নারী, শিশু (প্রযোজ্য ক্ষেত্রে), প্রতিবন্ধী, সংখ্যালঘু, প্রান্তিক, তৃতীয় লিঙ্গ, ইত্যাদি থাকে তা অবশ্যই খেয়াল রাখবেন।
৫. প্রজেক্ট প্রোগ্রেস মনিটরিং ফরমেট ব্যবহার করবেন।
৬. লার্নিং সংগ্রহ করবেন।
৭. প্রকল্প ইউনিটের সাথে একিট মিটিং করা।