

Inclusive and integrated humanitarian actions for community- and home-based IDPs of the Marawi siege

Lessons Learned Workshop

11-13 April 2018

ATTENDANCE

DAY 1		
NAME	NAME OF ORGANIZATION	DESIGNATION
1. LYKKE VALENTIN	DIB	Project Coordinator
2. JEANETTE WESTH	DIB	Administrator
3. ARNE ERIK JENSEN	DIB	Consultant
4. SARAH REDOBLADO	ALTERPLAN	Executive Director
5. BENEDICT BALDERRAMA	PHILSSA	National Coordinator
6. ROSEMARIE HERRERA	HEALTHDev	Executive Director
7. BERNARD APULI	ALTERPLAN	Research/Training Assistant
8. JOSE DENNIS MANCIA	ICESDev	Project Coordinator
9. ESMERALDA PADAGAS	ICESDev	Community Development Mobilizer
10. NIMFA BRACAMONTE	ICESDev	Resource Person
11. CESAR PADILLA	ICESDev	Video/Photo Documenter

Before the activity started, there was a short introduction of each participant.

Background

Sarah the presented the objectives of the 3-day activity:

- Find out if we have achieved what we set out to do in the project objective and target outputs
- Find out if our intervention complied with the Core Humanitarian Standards
- Provide recommendations for future interventions

Then, she showed the Overview of the proposed program.

DAY 1, APRIL 11	DAY 2, APRIL 12	DAY 3, APRIL 13	DAY 4, APRIL 14
1000-1030 Background	0900-1200 Discussion with Community Facilitators (<i>see guide questions</i>)	0900-1500 Discussion with IDPs (<i>see guide questions</i>)	0800-1200 Site visit: West Pantar
1030-1200 Reports	(<i>see guide questions</i>)	1500-1700	
- Profiling	1200-1300	Site visit: Toril	
- Cash grants	Lunch	1800-2000	
- Psycho-social	1300-1500	Dinner and debrief	
1200-1300 Lunch	Discussion with Lombay Ka Marawi officers (<i>see guide questions</i>)		
1300-1500 Reports	1500-1700		
- Health	Site visit: Tomas Cabili		
- Inter-faith dialog			
- Livelihoods assessment			

1500-1530 Financial overview 1530-1700 Discussion on CHS			
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She also distributed a copy of the 9 commitments on the Core Humanitarian Standards (CHS) with the Key actions to check if the project has complied with the commitments since there was no systematical setup during the design of the project.

Afterwards, Sarah will ask for comments on the commitments on CHS.

She also presented the objective of the Danish Emergency Relief Fund (DERF) project:

- Saving lives
- Responding to urgent protection needs of the target group
- Supporting target group capacities to participate in a transition towards early recovery

The project was said to contribute to the following objectives:

Reach under-served community- and home-based IDPs outside of the official government evacuation centers, focusing on unmet needs, especially through:

- Cash grants to IDP families to address diverse needs (education, medicine, and others)
- Health monitoring and interventions to prevent/reduce health-related deaths among IDPs
- Psycho-social support interventions
- Relevant studies for appropriate relief assistance and early recovery interventions (such as profiling of persons/families with special needs, mapping of village/clan affiliation, inventory of skills and livelihood before the crisis)

(Consultations with other humanitarian actors in the crisis indicate that most food and non-food needs can be met by government and non-government agencies, including some in PHILSSA. The needs listed above are those that are lagging in provision.)

Before the start of project implementation, there was an orientation to all the staff about the Core Humanitarian Standards (CHS).

Reports

Community profiling

- There was a designed socio-economic and demographic dataset for the first household survey using the Kobo Toolbox. Then, it was decided it would be 100% for all the selected areas that we are targeting for assistance. The total number of surveyed households are 1,539 in the three selected barangays.
- We engaged 24 enumerators that worked in pairs considering cultural reasons. It took 3 weeks to finish all the households.
- There was also a data management team composed of 4 people supervised by the Department Head of Computer Studies from Iligan Medical Center College. They reviewed the data sent to the cloud account by the enumerators where they access the information and organize

spreadsheet and graphics. That information was used in the cash grants to determine the level of financial assistance for each household.

- At that moment, there was a second round of survey for livelihoods assessment. And this time, we opted for sample. A sample size of 277 households was computed to represent the entire remaining population on the sites which is 985 households. Using sample size calculator, it was 95% confidence level and 5% confidence interval. The consultant designed additional questions to what we already had from the initial survey. This time, there are just 18 enumerators which is also working in pairs.

Cash Grant

- For the first round of cash grant on the last week of November and first week of December, Dick explained that there was a system developed. The basic is Php2,000 for all the families in the areas and additional Php500 for each vulnerable member including persons with disabilities, pregnant, elderly, children and toddlers, members with chronic illnesses.
- Instead of direct cash grant distribution, it was decided to use financial intermediary (Palawan Express) to consider cultural sensitivities and maintain peace and order. Since most of the families don't have identification documents, claim stub or vouchers was used to claim the cash grant.
- The total number of beneficiaries given during the first round was 1,528 households. The average amount is Php2,500 per family. 11 households were not given for several such as duplication of names while other families moved to other place after the enumeration.
- After that, the community facilitators went back to the families to look at what they had used the cash grants for. We found out that food is still in high priority, next is medicines and school supplies/educational needs of the families.
- Dick also gave a report about the second round of Cash grant in March 2018. Instead of cash, to minimize the service charge from the financial intermediary, there was a negotiation with a local supermarket that sells food items and supplies so that the beneficiaries can just go to the shop to get what they need. Also, there were some separate allotted funds for medical needs.
- There were other groups of NGOs who gave cash grants but with lesser amount and did not consider the vulnerable members of the families. There were also who give higher amount but only to selected number of families.
- At first, when we're thinking about the second round of cash grant, we thought of giving of bigger cash grants for fewer people but we did the consultation through the community facilitators and Lombay ka Marawi leaders, they recommended to do 100% again even with smaller amount because of the situation that there is no assistance from the government and other NGOs.
- The total number of IDPs benefitted from the second round of cash grants are as follows:
Tomas Cabili - 617
Ubaldo Laya - 160
West Pantar - 208
TOTAL - 985 out of 1528 from the first cash grant

Health interventions

- Tootsie clarified that her main role as resource person was to train the facilitators and health monitors on the standards of WaSH. She oriented about the Rapid Health and Evacuation Site Assessment and provided a tool for the assessment. It was also used to monitor or assess improvement in the status. As part of the training, there had been site visits on the evacuation centers and fill up the tool and come up with an assessment and action plan.

- For the health monitoring component, it was decided to engage Barangay Health Workers.
- Coordinated with the regional in-charge of the evacuation sites.
- Referral of patients to doctors for the prescription of medicines and hospitals for those who need urgent attention.
- In terms of water supply, particularly in West Pantar, water pump and tank were already provided to supply the evacuation site for their domestic use. Two units of latrines were also installed.
- Structures on the public spaces particularly in Tomas Cabili were demolished by the City government as part of their clearing operations on illegal structures.

Livelihoods assessment

- Sarah explained that the survey will be in sampling. After the consolidation of the results of the survey, the resource person will conduct Focus Group Discussion/Key Informant Interview as well to verify some misunderstandings based on the results of the survey.
- She also presented the Terms of Reference for the consultant.
- We want that Lombay ka Marawi be registered with the Department of Trade and Industry (DTI) to avail the trainings available there or either credit or small capital.

Psycho-social support

- Dr. Nimfa Bracamonte reported about the psycho-social activities done. One of the activities is the Arts therapy including puppetry, creative dancing, visual arts (individual and group), clay molding. In total 325 participants were able to attend the activities conducted where mostly are youth.
- Level 2 was conducted last April 3-4 in a place of serenity near the beach. It was taught there about the breathing to increase self-awareness where a psychologist was invited. Skills on social relationship was also part of the activity to learn how to deal with social issues. The difference of community aggressiveness and assertiveness was also discussed.
- A tool from World Health Organization was also used to measure the emotional disturbance. Out of 20, 27.3% got 0-6 meaning they are okay. 50% got 7-12. Then, 22.7% with 13 and above have severe cases.
- The initial recommendation is to 1) further process to Level 2 where anxiety, fear and anger were released during the arts therapy workshops; 2) There is also a need to go over all the intake from the evaluation forms to analyze the outputs by identifying the emerging patterns for further evaluation of the mental health; 3) Come up with categories using the self-reported questionnaire so that we can discern needing Level 3; 4) Their simple aspirations they really want to go back to their homes and see their communities restored to what was been before; 5) Rehabilitation and recovery takes a long journey thus necessitate responding to their socio-economic needs to attain family and community reintegration; 6) There is also a need to organize youth IDPs and pack their capacities
- In our psycho-social interventions, Level 1 is the arts therapy; Level 2 is creative and intensive healing program; Level 3 is about professional health from therapists and counselors.
- Psycho-social activity was conducted in the communities by the end of February. There is also a plan to conduct Level 1 activities among several participants that needs more counseling that is scheduled on the second week of March.
- There is a recommendation of defining the psycho-social intervention on the Final Status Report.
- Aside from the quantitative data, there were also interviews conducted among the participants.

- According to Dr. Nimfa, they are planning to come up with a module on psycho-intervention in the context of conflict crisis considering the cultural sensitivities.

Inter-faith dialogs

- The first that was conducted was the Olama forum (Intra-faith dialog) where Imams, Ustadz and other Muslim leaders were invited.
- The second is the inter-faith dialog where religious leaders such as priests and pastors.
- The third activity was the E'tikaf which means "a night to meditate" which is regular activity of Muslim leaders in Iligan but it discontinued because of the Marawi siege. But, we encouraged them to continue because it is very relevant in terms of postering peace and a venue to discuss about the situations of the IDPs since most of the leaders are IDPs themselves. The contribution of the project was some support like a sack of rice, fish, coffee and sugar and they will provide the venue and the dialog itself.
- They are also planning to continue those activities beyond the project period.
- Lombay ka Marawi officers are the one in charge of groundwork of the activities.
- It was a recommendation to build a broader alliance so that it's not only ICESDev.

CISU reply to query re construction of multi-purpose structure in West Pantar

- Lykke reported that CISU approved the construction. CISU just required the necessary documentation attached to the final report. The only issue is the implementation wherein the construction should be finished within the project period.
- Tetots presented that it should be finished before April 21. The final design was sent by Che on that day.

Financial overview

Sarah presented the financial status as of April 3. She showed the columns for approved budget at project application and approved revised budget where the contingency budget is added already with the foreign exchange gain. Therefore, there was a big increase on the activities budget line. The current foreign exchange is DKK 7.84 compared to what was used in the project application which was DKK 7.00. The expenditures accounted was up to March 31. Sarah will sum it up and there will be no left-over because the amounts with variance get eaten by the budget lines with deficit.

Discussion on CHS

1. Appropriate and relevant action

- *Did we conduct a systematic, objective and ongoing analysis of the context and stakeholders?*
- *Did we design and implement appropriate activities based on an impartial assessment of needs, risks, vulnerabilities and capacities of the IDPs?*
- *Did we adapt our activities to changing needs, capacities and context?*

Yes. Because the project used innovative instrument for analysis and assessment such as Kobo Toolbox and Evacuation Site Assessment and used the results to design the activities.

The tools used were very helpful because we made a difference to other organizations in terms of cash grant because we were able to identify vulnerable member of households.

Local focal person for health monitoring is lacking so that there will be better monitoring of the activities in terms of health.

The community facilitators have so much passion on helping the communities wherein they were able to go beyond the scope of their terms of reference.

The project was able to successfully considered the cultural sensitivities since we worked with Maranao people that needs to be integrated into the programming.

2. Timely and effective response

- *Did we design activities that address constraints so that the proposed action is realistic?*
- *Did we deliver humanitarian response in a timely manner, making decisions and acting without unnecessary delay?*
- *Did we refer any unmet needs to organisations with the relevant technical expertise and mandate, or advocate for those needs to be addressed?*
- *Did we use relevant technical standards and good practices employed across the humanitarian sector to plan and assess activities?*
- *Did we monitor the activities, outputs and outcomes of humanitarian responses in order to adapt activities and address poor performance?*

Yes. Although the cash grant was a bit delayed since it was 3 months before it was released but it is better to do the right preparation even if it takes a long time than to do something as important as the cash grant to get wrong because we want to be appropriate and relevant.

There is a monthly report from the community facilitators and meet with them every week or if there is an important matter to be discussed and they are in the community daily to know if there is an urgent need. Also, the ICESDev validate the reports of the facilitators to the community.

Feed the Children assisted on the Feeding program by giving VitaMeal for the IDPs to cook. The project supported by purchasing cooking materials and ingredients.

3. Do no harm

- *Did our activities build on local capacities and work towards improving the resilience of the IDPs?*
- *Did we use the results of existing community hazard and risk assessments and preparedness plans to guide our activities?*
- *Did we enable the development of local leadership and organisations in their capacity as first-responders in the event of future crises, taking steps to ensure that marginalised and disadvantaged groups are appropriately represented?*
- *Did we plan for a transition or exit strategy to ensure longer-term positive effects and reduce the risk of dependency?*
- *Did we design and implement activities that promote early disaster recovery and benefit the local economy?*

- *Did we identify and act upon potential or actual unintended negative effects in a timely and systematic manner, including in the areas of: a) people's safety, security, dignity & rights; b) sexual exploitation & abuse by staff; c) culture, gender, and social & political relationships; d) livelihoods; e) the local economy, and f) the environment?*

Yes. Having the IDPs organized as the Lombay ka Marawi to represent the voice of the IDPs is a concrete evidence that we did no harm rather enhance their capacities.

On the case of West Pantar, the community preferred to stay on the lower ground even they experienced flooding because for them the camps could be blown away by the wind of the typhoon during TS Vinta (Tembin) last December 2017. As of now, they just tried to mitigate flooding by making canals on the campsite.

Since there is a livelihoods assessment that could help them for future assistance to ensure longer-term positive effects and reduce the risk of dependency.

The project also assisted on the community gardening where they asked for training and materials from TESDA and DTI. Container gardening is promoted to the other sites since the limitation is the area for planting.

There are also latrines built on the areas which was funded by Doctors Without Borders that was supported by the project by purchasing bags of cement and labor counterpart.

In all 3 areas, there are committees that help managed the evacuation sites, Committee on Health and Sanitation, Committee on Conflict Management, Committee on Security and Committee on Livelihood.

4. Rights of affected people

- *Did we provide information to the IDPs about our organisations, the principles we adhere to, how we expect our staff to behave, the project we are implementing and what we intended to deliver?*
- *Did we communicate in languages, formats and media that are easily understood, respectful and culturally appropriate for the IDPs?*
- *Did we ensure that representation is inclusive, involving the participation and engagement of the IDPs at all stages of the project?*
- *Did we encourage and facilitate IDPs to provide feedback on their level of satisfaction with the quality and effectiveness of the assistance received, paying particular attention to the gender, age and diversity of those giving feedback?*

Yes. We introduced ourselves to the communities and prior to deploying the Community Facilitators and Enumerators, we communicate with the IDPs, other organization working and the barangay council.

Because our Community Facilitators are Maranaos, we can easily communicate with the IDPs which is also Maranaos.

Through the Community Facilitators, the IDPs can relay their concerns and sometimes they can directly to ICESDev. There are also leaders that can be reached when project staff is not around.

Also, there are still a need to review and develop systems to communicate with the communities and also empower the community organization.

Lombay ka Marawi officers can be gatekeepers between the IDPs and Community Facilitators to maintain the accountability and transparency mechanisms.

There are regular consultations with the IDPs.

5. Feedback and complaints

- *Did we consult with the IDPs on the design, implementation and monitoring of complaints-handling processes?*
- *Did we communicate how the mechanism can be accessed and the scope of issues it can address?*
- *Did we welcome and accept complaints, and manage complaints in a timely, fair and appropriate manner that prioritises the safety of the complainant?*

There is a Grievance Committee that settles the issues if there is any. Although there is no system that provide the anonymity of the complainant or a complaint desk where the people can go. Lombay ka Marawi officers helped in monitoring the disbursement of the second round of cash grant so that there will be people to approach if there is any concern. The recommendation was to have a parallel system where issues can be raised with assured anonymity.

6. Coordination and complementation

- *Did we Identify the roles, responsibilities, capacities and interests of different stakeholders?*
- *Did we ensure our activities complemented those of national and local authorities and other humanitarian organisations?*
- *Did we participate in relevant coordination bodies and collaborate with others in order to minimise demands on communities and maximise the coverage and service provision of the wider humanitarian effort?*
- *Did we share necessary information with partners, coordination groups and other relevant actors through appropriate communication channels?*

Yes, because we have cooperation. Other organizations invited ICESDev to coordinate about the assistance that are being extended to IDPs so that there will be no duplication of services.

Some data were shared to other organizations but not all information was shared especially the results of the survey to assure data security.

7. Learning and sharing

- *Did we draw on lessons learnt and prior experience when we designed the activities?*

- *Did we learn, innovate and implement changes on the basis of monitoring and evaluation, and feedback and complaints?*
- *Did we share learning and innovation internally, with the IDPs, and with other stakeholders?*

Yes. Some learnings from the Financial Enablers Project with other PHILSSA member organizations. Also, the lesson on cash grant from PHILSSA in Palawan.

As a result of monitoring, we learned that the feeding program should be more frequent because most of the organizations left already for the past few months. The medical needs were identified came from assessment conducted and as main concern during the first cash grant. Also, the module for psycho-social is an example of innovation as a result of all the assessment. Hiring of Maranao community facilitators is better and effective than deploying an outsider to the IDP communities.

There is an area for improvement on being more conscious with sharing learning with IDPs.

8. Staff welfare and development

- *Did staff and volunteers work according to the mandate and values of the project partners and to agreed objectives and performance standards?*
- *Did staff and volunteers adhere to the policies that are relevant to them and understand the consequences of not adhering to them?*
- *Did staff and volunteers develop and use the necessary personal, technical and management competencies to fulfil their role and understand how the project partners can support them to do this?*

Yes, because the roles and responsibilities were clarified enough to the stakeholders. Some volunteers expressed that they are offering their time and resources not because they want to be compensated but rather as IDP themselves they are doing it because these are their people that are affected. They are value-oriented commitment and we share the same value with them. However, the level of passion and dedication varies among the volunteers and project staff but we can see the commitment in all.

Although, there is a lot to improve developing and using the necessary competencies to fulfill their role. There have been some who performed less well than others but no one has been outright harmful nor useless to the project.

9. Efficiency and accountability

- *Did we implement processes to ensure the efficient use of resources, balancing quality, cost and timeliness at each pace of the response?*
- *Did we manage and use resources to achieve their intended purpose, minimising waste?*
- *Did we monitor and report expenditure against budget?*
- *When using local and natural resources, did we consider their impact on the environment?*
- *Did we manage the risk of corruption and take appropriate action if it was identified?*

In some instances, the process was not really implemented. For the procurement process, there was an actual canvassing but the documentation was not done. But, even if we did not have strict compliance, the project took advantage of some benchmarks that had been done in other projects.

We could look at the approved budget and compare the accomplishments achieved. The waste of resources could mean if there is over expensive staff or overpriced bookings. We could also look at the total budget divided by the number of beneficiaries divided by the number of months that we were to provide services.

In terms of protecting the environment, the problem on solid waste was not totally resolved. The attitude of the people is something to work on. And, it can also start with us by bringing proper containers of food and non-food items.

ATTENDANCE

DAY 2		
NAME	NAME OF ORGANIZATION	DESIGNATION
1. LYKKE VALENTIN	DIB	Project Coordinator
2. JEANETTE WESTH	DIB	Administrator
3. ARNE ERIK JENSEN	DIB	Consultant
4. SARAH REDOBLADO	ALTERPLAN	Executive Director
5. BENEDICT BALDERRAMA	PHILSSA	National Coordinator
6. ROSEMARIE HERRERA	HEALTHDev	Executive Director
7. MARILYN PAZ	ALTERPLAN	Admin/Finance Officer
8. BERNARD APULI	ALTERPLAN	Research/Training Assistant
9. JOSE DENNIS MANCIA	ICESDev	Project Coordinator
10. ESMERALDA PADAGAS	ICESDev	Community Development Mobilizer
11. NIMFA BRACAMONTE	ICESDev	Resource Person
12. CESAR PADILLA	ICESDev	Video/Photo Documenter
13. NASIM ASUM	ICESDev	Community Facilitator
14. JALIJAH BANGCOLONGAN	ICESDev	Community Facilitator
15. IRENE ESTRADA	ICESDev	Community Facilitator
16. KARLAI TABIMINA	ICESDev	Translator
17. JAMALIAH OLAMA	ICESDev/Lombay ka Marawi	Community Facilitator/Sec. Gen.
LOMBAY KA MARAWI OFFICERS		
18. ZAINODEN BAZER	Lombay ka Marawi	Vice-President
19. JAMEL OTI	Lombay ka Marawi	Board of Director
20. NASRODING CABUGATAN	Lombay ka Marawi	Board of Director
21. JAMEL CAMPONG	Lombay ka Marawi	Auditor
22. ABDULRAHMAN TABER	Lombay ka Marawi	President

In the morning, before the start, there was a short introduction with the Community Facilitators of the project.

Sarah presented the objectives of the activity on that day the same as the first day. She also gave the overview of the activity for three days.

Then, the Community Facilitators were also asked if we were able to comply with the Core Humanitarian Standards.

1. Did you feel like you were contributing to APPROPRIATE AND RELEVANT ACTION?

- *Systematic, objective and ongoing analysis of the context and stakeholders*
- *Design and implementation of appropriate activities based on impartial assessment of needs, risks, vulnerabilities and capacities of the IDPs*
- *Adaptation of activities to changing needs, capacities and context*

As community facilitators, all the problems and concerns raised by the community which were validated were brought to ICESDev during the weekly meetings. After that, it was observed that the project has an immediate action.

The project has been responsive in all aspects except for the transitory shelter especially for home-based IDPs in Tomas Cabili.

For West Pantar, the project has played a vital role since the evacuation site is not a recognized by the government.

The insights and inputs of the facilitators were imparted during the action planning.

2. Did you feel like you were contributing to EFFECTIVE AND TIMELY RESPONSE?

- *Realistic actions that were designed to address constraints*
- *Timely decision-making and actions*
- *Referral of unmet needs to relevant organisations*
- *Use of relevant technical standards and good practices employed across the humanitarian sector*
- *Monitoring of activities in order to adapt and address poor performance*

It is timely because the assistance came at the time of donor fatigue during the second round of cash grant.

During meetings, there is a workplan presented to the facilitators in a monthly basis. Once the community has an immediate need, it will be relayed to ICESDev for immediate action.

Aside from that, there is also a monthly report submitted by each of the facilitator. There is also a matrix to assess the accomplishment for each month.

For them, the packaging of the activities is realistic. The referrals were very effective especially on the medical needs. The facilitators would also write referral letter to other organizations.

The facilitator explained that the problem on water in West Pantar is already there even before the siege because there is no supply on the area. It was responded right away by purchasing a new pump rather than fixing the existing pump to provide water supply for all the IDPs in the camp. The need for seminar on parenting most likely the mother was raised. The culture of peace should be sustained so that they could bring it when they got back to Marawi.

3. Did you feel like you were contributing to DOING NO HARM?

- *Activities build on local capacities and improve resilience of the IDPs*
- *Local leaders and organisations, including marginalized and disadvantaged groups, were developed as first-responders for any future crisis*
- *Activities promote early disaster recovery and benefit the local economy*
- *Potential or actual unintended negative effects were identified and acted upon in a timely and systematic manner*
- *Potential or actual unintended negative effects were identified and acted upon in a timely and systematic manner, including in the areas of: People's safety, security, dignity and rights; Sexual exploitation and abuse by staff; Culture, gender, and social and political relationships; Livelihoods; Local economy; Environment*

The IDPs are organized in terms of relief distribution and feeding activity because there already committees that have different task in order to maintain the peace and order.

In the aspect of early recovery, according to the facilitators, the project has not fostered any dependency after the project ends. The IDPs were already integrated in the community where they were relocated after the siege.

In order to assist the IDPs in terms of livelihood, we need to match the skills with the opportunities.

4. Did you feel like you were contributing to PROTECTING THE RIGHTS OF THE IDPs?

- *Information was provided to the IDPs about the project partners, the principles adhered to, how staff are expected to behave, about the project and what it intended to deliver*
- *Communication to IDPs is in languages, formats and media that are easily understood, respectful and culturally appropriate*
- *Representation is inclusive, involving the participation and engagement of the IDPs at all stages of the project*
- *IDPs are encouraged and facilitated to provide feedback on their level of satisfaction, paying attention to the gender, age and diversity of those giving feedback*

There is no problem with communication because all the facilitators can also speak the language of the IDPs. All sectors were reached even the elderly, women and children. It was safe to say that the government did not protect the right of the IDPs because many of them did not received sufficient help because they were not registered on the masterlist of DSWD.

5. Did you feel like you were contributing to EFFECTIVE FEEDBACK AND COMPLAINTS SYSTEMS

- *IDPs were consulted on the design, implementation and monitoring of processes to handle comments, feedback, grievances, complaints*
- *IDPs knew how to access grievance mechanisms, and the scope of issues they can address*
- *The project partners welcomed and accepted complaints/grievances, and managed them in a timely, fair and appropriate manner that prioritises the safety of the complainant*

There is a Grievance committee organized in Ubaldo Laya composed of local leaders in the evacuation area. In West Pantar, there is a Peace and Order Committee who address if there is any

grievance in the site which is led by the elders. There is also a Relief committee where feedbacks and complaints regarding the services of the project can be taken into account. Most of the complainants were those IDPs that were not part of the project masterlist. In Tomas Cabili, there is also Grievance and Relief Committees with almost the same set of officers. There is also a Committee on Information in West Pantar which is responsible for getting feedbacks as well as information dissemination.

6. Did you feel like you were contributing to COORDINATION AND COMPLEMENTATION?

- *Roles, responsibilities, capacities and interests of different stakeholders were identified*
- *Project activities complemented those of national and local authorities and other humanitarian organisations*

Since the relief assistance was no longer available, the feeding activities and medical assistance complement the needs of the IDPs in coordination with the barangay health workers. The facilitators were able to attend the coordination meetings of local CSOs and even with international organizations.

In the case of West Pantar, there is no other organization who adopted the evacuation area aside from this project.

7. Did you feel like you were contributing to LEARNING AND SHARING

- *Monitoring and evaluation, feedback and complaints led to learning, innovation, and implementation of changes in project activities*
- *Learning and innovation were shared internally, with the IDPs, and with other stakeholders*

Some IDPs were also invited to attend the CSO meetings so that they will have knowledge about results of monitoring and updates on the rehabilitation of Marawi. Also, they could share their thoughts and ideas in the venues. Every respected area has a representative so that their voices will be heard but the sad part is that in some instances there will be less participation if they will know that no relief assistance will be given by other institutions. The challenge is how to engage the IDP communities to participate on these venues.

8. Did you feel that the project valued STAFF WELFARE AND DEVELOPMENT?

- *Staff and volunteers worked according to the mandate and values of the project partners and to agreed objectives and performance standards*
- *Staff and volunteers adhered to the policies that are relevant to them and understand the consequences of not adhering to them*
- *Staff and volunteers developed and used the needed personal, technical and management competencies to fulfill their role, and understand how the project partners can support them to do this*

Through the engagement of facilitators with the community and NGO partners, they feel that some skills were strengthened through learning the process of the project. Because of their advocacy and volunteerism, their commitment was really there to have more patience on what they do. The also

feel thankful and blessed for the trust and confidence for them by the project although they were very stressed already sometimes because they also have other personal obligations.

In the afternoon, Lombay ka Marawi officers were invited to share their insights about the project. Then, Sarah presented again the objectives of the activity based on the Core Humanitarian Standards. Also, they could give some recommendation for future activities like this project. The focus of the discussion was about their expectations and the role of Lombay ka Marawi.

Lombay Ka Marawi was formed through an assembly of IDPs. First, every area elected their set of officers. Then, the officers of Lombay ka Marawi was elected from that set of officers from each area.

For the discussion, there were some guide questions for the officers:

- *What do you see as the role of Lombay Ka Marawi in building local capacities, improving resilience, and promoting early disaster recovery?*
- *How did the project support Lombay Ka Marawi in this?*

The possible role could be involved in monitoring and will give guidance to the IDPs in order to sustain the assistance. The organization could link up with some government agencies like TESDA and DTI for the training and other resources as support such as community gardening, dressmaking, welding, etc. Also, based on the feedback from IDPs, they asked for cash grant as start-up capital for businesses.

Although outside of the scope of resources of the project, the request of the organization was to have trainings and seminar on livelihoods and transitory shelter so that the IDPs will be able to recover from this disaster.

- *What do you see as the role of Lombay Ka Marawi in protecting the rights of the IDPs?*
- *How did the project support Lombay Ka Marawi in this?*

The organization has the responsibility of monitoring the concerns of the IDPs and raised it up on government coordination meetings. Households also attend the regular meetings of Lombay ka Marawi in a weekly basis or if there is urgent matter arising.

Organizing the IDPs is already a promotion of right itself. As an organization, Lombay ka Marawi assisted the IDPs during the second round of cash grant wherein the officers also take the role of the facilitators.

In order to facilitate the assistance, there were committee assigned with different task including food, solid waste management, peace and order committees.

Because of the rally of IDPs in Marawi, regular consultations are being done by the government especially about the transitory shelter.

- *What do you see as the role of Lombay Ka Marawi in promoting coordination and complementation of services with national and local authorities and other humanitarian organisations?*
- *How did the project support Lombay Ka Marawi in this?*

On April 26, there will be a meeting in Manila to raise the issues and concerns of the IDPs to represent Lombay ka Marawi together with different NGOs and Pos working to surpass the crisis. Aside from Lombay ka Marawi, there is no other POs existing and representing the IDPs so far. All the other leaders are individual without any representation from an organization.

There are also other NGO who asked some data of the IDPs which was later on used for different purpose. The lesson was to validate first the integrity of the institution who are coming to give assistance.

ATTENDANCE

DAY 3		
NAME	NAME OF ORGANIZATION	DESIGNATION
1. LYKKE VALENTIN	DIB	Project Coordinator
2. JEANETTE WESTH	DIB	Administrator
3. ARNE ERIK JENSEN	DIB	Consultant
4. SARAH REDOBLADO	ALTERPLAN	Executive Director
5. BENEDICT BALDERRAMA	PHILSSA	National Coordinator
6. MARILYN PAZ	ALTERPLAN	Admin/Finance Officer
7. BERNARD APULI	ALTERPLAN	Research/Training Assistant
8. JOSE DENNIS MANCIA	ICESDev	Project Coordinator
9. ESMERALDA PADAGAS	ICESDev	Community Development Mobilizer
10. ARTHUR HOMILLANO JR	ICESDev	Volunteer Staff
11. CESAR PADILLA	ICESDev	Video/Photo Documenter
12. MUHAMMADMANSOUR CALBE	ICESDev	Community Facilitator
13. JALIJAH BANGCOLONGAN	ICESDev	Community Facilitator
14. JAMALIAH OLAMA	ICESDev	Community Facilitator
15. NORFAIDAH DITANONGUN	ICESDev	Community Facilitator
16. IRENE ESTRADA	ICESDev	Community Facilitator
17. KARLAI TABIMINA	ICESDev	Translator
18. ZAINODEN BAZER	Lombay ka Marawi	Vice-President
PANTAR WEST		
19. SAMBITORY RADIAMUDA		
20. AMINA CAMAD DIDATO		
21. JAMIL BARATAMAN		
22. NORHAM MACABAGO		
23. DAYAMON H.AMER		
24. NORIDA MACABAGO		
25. CAIRON MAUYAG		
26. ASARA MACABAGO		
27. JOBAIRA OMBRA		
28. NAWAL FAISAL		
UBALDO LAYA		
29. ROLLY ACMAD		

30. CAMAD		
31. ABDUL QA HAR SANGGA		
32. FAISAL ALONTO		
33. JASER DAUD		
34. ALLANODEN OMAT		
35. YASSER ALAMADA		
36. DAPOLOG GUIPOAY		
37. BAISAH CALI		
38. NORSAINA ALAWI		
TOMAS CABILI – AL-NOOR		
39. SIT TIE MAHARA SANGGACALA		
40. ABOLKHAIR DISOMA		
41. AGA SULTAN		
42. JAMALIAH PUNGUINA		
43. NORONISAH PUNGUINA		
44. JEDANE DISOMA		
45. NARIMA DISOMA		
46. SAHARA DISOMA		
47. JEHANIE DISOMA		
48. ALIANOR PUNGUINA		
49. JOMAR DITINGKI		
50. QUEENIE DISOMA		
TOMAS CABILI – HOME-BASED		
51. BEDORIE LIMBAO		
52. LAWANSA MAPANDI		
53. CARIMA ISLAO		
54. ALLYSA LIMBAO		
55. QUEENIE LIMBAO		
56. ALLISA LIMBAO		
57. MASLAMA LIMBAO		
58. ARBE BAUNTO		
59. DINO BASHER		
60. JANIMA NOOR		

In the morning, Sarah presented the background of the activity and the project. The project team also give short introduction of themselves.

Then, she gave instructions for the workshop. The participants were divided into groups based per area: Tomas Cabili (Alnur and Home-based), Ubaldo Laya, West Pantar and Youth sector.

Small group discussions

In the afternoon, each group were requested to present the output of the workshop.

QUESTIONS:

1. **APPROPRIATE AND RELEVANT ACTION:** *Tingin niyo ba nakabatay sa tamang pag susuri ang mga serbisyong binigay ng proyekto? Ankop ba ang mga serbisyong binigay ng proyekto?*
2. **EFFECTIVE AND TIMELY RESPONSE:** *Napapanahon ba ng ma serbisyo at pagkilos ng proyekto? Tama at sapat ba ang mga proyekto?*
3. **DO NO HARM:** *Wala bang ginawa ang proyekto na nag dulot ng pinsala sa mga IDP? Halimbawa: Sa mga karapatan, kabuhayan, kalikasan. Natulungan bang mapalakas ang mga lokal na lider, mga organisasyon at ang mga kakayahan ng mga IDPs na bumangon muli.*
4. **RIGHTS OF AFFECTED PEOPLE:** *Naging malinaw bas sa inyo kung ano ang asahan ng mga IDPs sa proyekto at sa mga staff nito? Napakinggan ba sa mga konsultasyon and iba-ibang IDPs (Bata, Matanda, May kapansanan, Babae, Lalake)?*
5. **FEEDBACK AND COMPLAINTS:** *Alam nyo ba ang systema para mapaabot at matugunan ang mga puna ng mga tungkol sa proyekto?*

TOMAS CABILI (ADULT)

RESPONSES:

1. Overjoyed, because it focused on the IDP's problems and gave a proper solution that helped ease the stress, feeding (which happens 3x a week usually with champorado), medicine, groceries, reprieve, allowance through Palawan – everything was just right.
 - They are happy that help came to answer to their needs. (Ex: when the child of one IDP was confined in the hospital the cash grant enabled the parents to buy medicine)
 - Feeding.
 - The PSS was a huge help (Ex: One of the IDP's children was traumatized by the whole ordeal – the ISIS and Military)
 - Everything given was relevant (Ex: The children are always happy with the cash grants, grocery, feeding)

Thankful for all the help
2. The response was very timely and effective (Ex: When someone got confined in the hospital the medicine was provided right away)
 - Grocery
 - We are very thankful because they paid the water bill
 - Area for Psychosocial hall, Comfort Rooms, Water system, community kitchen, area to wash clothes.
 - The facilitators are very humble
3. It did not cause any harm to our livelihood
 - We were taught proper hygiene and how to take care of our environment
 - There is a saying that while there's life, there's also hope (we used our strengths)
 - We should move on, there's still tomorrow
 - We think that our local leaders gave a lot of effort to help raise Marawi, there are leaders who comforted us helped us find temporary shelters.
4. We were hoping to solve the problem of food supply (even with just NFA)
 - We want livelihood
 - We want a temporary shelter or additional food for the vulnerable (Ex. Children, Senior Citizens, PWD)

5. If we have problems they try to solve it right away (Ex. Housing/Temporary Shelter, Feeding, Medicine)
 - It's important because Ramadan is near, hopefully DIB, ALTERPLAN and ICESDev will help
 - There should be no end

UBALDO LAYA-TORIL (ADULT)

RESPONSES:

1. Yes. Kobo really helped when it came to organizing the list of people who should be receiving aid (They also helped others out in different ways even if those people weren't in the list)
2. Yes. The cash grants helped our families with our needs like food and other daily expenses. Also, it helped specifically by providing us feeding programs, groceries, medicines, and it is important that the service provided to us by your organization continues. Thank you.
3. For us in Toril there were no negative effects. The services provided to us were always well organized and we benefited a lot but the IDPs that weren't from Toril and who were from the other Barangay got angry and were asking why they weren't included.
 - Having an organization and leaders do different tasks for the project was a big help.
4. The reason why Toril is organized is because we have an organization and committee who helps us on implementing their services.
5. Yes, we are able to voice out what we want to say through our leaders and through Ma'am Irene and we talk about it during meetings. Suggestion and unity.

WEST PANTAR (ADULT)

RESPONSES:

1. Health intervention: Yes, they are able to help us because whenever someone gets sick they give us medicine.
 - Cash grant: We are really thankful for all your help because no matter how hard the situation is for us we are still able to buy what we need. (Ex. Rice, milk and diapers)
 - Psycho-social support: It helped a lot most especially for the kids who were able to forget for a while what happened in Marawi.
 - Feeding: It helps most especially for the kids that they're able to eat something during the feedings.
2. Yes, their services are timely because anytime we need they're always there to help us.
3. As of now nothing has been damaged. Yes, they hear us because we have a committee that was formed among us, like relief committee (there's also Lumbay Ka who you can share your problems with)
 - Yes, they really helped us because the family conflicts don't happen anymore.
 - Everything is good, Lombay La has helped us a lot.
 - Yes, they're a huge help to us because we were able to have our own comfort rooms with water.
4. Yes, we are aware. We are just happy that we have water for our comfort rooms and our gardens.
 - Yes, we were heard for example during the PSS and when there's an emergency they are always there to help us out.
5. Recommendations: We hope that you will continue helping us, and don't get fed up in providing your services. Thank you for everything and we hope that you will be able to help us go back to Marawi.

YOUTH

RESPONSES:

1. Yes.
 - Health: Yes, it's a big help for the families most especially those who are sick.
 - Cash grant: It helped when we needed to purchase something.
 - PSS 2: reduce trauma, teamwork, enjoy, happiness, stress. We managed to forget our sadness, timidity, aggressiveness and assertiveness.
 - Grocery: For our daily basic needs, food, and we were able to purchase kitchenware. It gave us what need for our daily needs.
 - PSS 1: We made drawings, puppet, and we had fun and forgot our problems and were able to express our thoughts and feelings.
 - Feeding: We enjoyed it a lot and it as delicious.
2. Yes, it was just enough.
 - Service and action was good and we followed a process, discipline. (Ex. Cash grant – there was no fighting and everything was organized)
 - What was lacking was: electricity, water, house, shelter, environment, electric fan, and other appliances, clothes, school supplies, personal hygiene.
3. No.
 - They helped by giving them hope to stand again.
 - Yes, Lombay ka Marawi so that the people from Marawi will rise up from where they are and have hope.
 - Because what they did was good for us.
 - They were able to give us the goods without chaos or conflict happening.
4. Yes.
5. Feeding.
 - Solution: Making changes on food provided like spaghetti, macaroni, fish (vianols), bread, fruits and others.