

Souls Laden with Burdens, Angelic Faces  
filled with Hope

**act:onaid**



**Australian Government**

**Department of Foreign Affairs and Trade**



Photo by Wafa Agency

### **End of Project Evaluation**

**End of Project Evaluation for ANCP “Women’s empowerment project  
entitled Valiance – Basala, in Hebron H2 area” Project**

**SUMMITTED TO**  
*ActionAid Palestine*

**Funded By**  
**Department of Foreign Affairs  
and Trade Through ActionAid  
Australia**

Submitted by

Deem Company for Collective  
Development services

July 2024

**End of Project Evaluation for ANCP “Women’s empowerment project entitled Valiance – Basala, in Hebron H2  
area” Project**

## **A- Acknowledgement**

This external End of Project Evaluation for ANCP “Women’s empowerment project entitled Valiance – Basala, in Hebron H2 area” Project submitted to ActionAid Palestine Funded by Department of Foreign Affairs and Trade Through ActionAid Australia from 01/07/2018 to 30/06/2024.

## **B- Disclaimer**

The content of this document is the sole responsibility of Deem Company for Collective Development Services and does not necessarily reflect the opinions of the ActionAid Palestine and the Department of Foreign Affairs and Trade Through ActionAid Australia.

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#### D. List of abbreviations

<b>AAP</b>	Action Aid Palestine
<b>AAA</b>	Action Aid Australia
<b>Basala</b>	End of Project Evaluation for ANCP “Women’s empowerment project entitled Valiance – Basala, in Hebron H2 area” Project
<b>DAC</b>	Design, Analyze and Communicate approach
<b>MEAL</b>	Monitoring and Evaluation and Lessons Learned
<b>SDGs</b>	Sustainable Development Goals



## Quotations

*"I'm grateful for help because of getting information we didn't know 5 years ago"*

*Female Rights Holder*

*"When men know that there is income and money, their attitude changes, and things in general look different, and the women becomes stronger"* Female Rights Holder

*"Money make difference for the women"*

*Female Rights Holder*

*"They Always say "improve yourself"."*

*Female Rights Holder*

*"I was always at home, and when I learned about Action Aid, come and see me now, I am different "* Female Rights holder.

*"They were the Beacon for us " Female Responsibility Holder*

*"The first and only institution that is honest in everything and meets our needs and requirements... they took us out of the pressure"" Female Rights Holder*

*""Our Huddle Foundation" is distinguished and distinctive and has not abandoned us" Female Rights Holder*

*" They gave with all their might "*

*Female Rights Holder*

*"There are days when I hesitate, my husband encourages me" Female Rights Holder*

*" It was a great and successful experience " Female Rights Holder*

*" Until today they are the main supporter for women employment" Female Rights Holder*

*" We do not depend on the grant; we depend on ourselves " Female Rights Holder*

*"A turning point from a housewife to a woman capable of relying on herself and able to achieve her ambitions: On the contrary, my husband started encouraging me after he used to tell me that it was better to stay at home with your children." Female Rights Holder*

## 1. Introduction

### 1.1 Framing of the evaluation in the Project

This is an External End of Project Evaluation for ANCP “Women’s empowerment project entitled Valiance – Basala, in Hebron H2 area” Project submitted to ActionAid Palestine Funded by Department of Foreign Affairs and Trade Through ActionAid Australia from 01/07/2018 to 30/06/2024. This project was implemented by Action Aid Palestine in cooperation with different supporting groups made of local organizations and community leaders in Hebron district who supported the project achievements and were in line with its ultimate goals.

Upon a request by Action Aid Palestine to conduct an End of Project Evaluation; a proposal was submitted and followed by a contract signed between Action Aid Palestine and Deem Company for Collective Development Services as per the legal procedures of Action Aid Palestine. Deem Company teams was more than excited to submit this report with all required information as per the ToR and contract conditions.

The project’s general objective is “To be to strengthen women's status in the Old City of Hebron H2 area through economic empowerment and collective action”. This was an ongoing project was continued and serves the population in Hebron District and specifically H2 area and neighborhoods. H2 area in Hebron Governorate

The Old City Center of Hebron includes the Casbah, four Israeli downtown settlements, Shuhada Street, and the Ibrahimi Mosque/Cave of the Patriarchs. This area was traditionally the heart of Hebron’s commercial district. Under the 1997 Hebron Protocol, these sections of the Old City were designated as part of the H2 area of Hebron, which is under Israeli military control. H2 itself includes a population of 35,000 Palestinians, in addition to 800 Israeli settlers. In addition, there are several hundred Israeli soldiers based in H2, primarily to protect the Israeli settler population. The remaining city area other than the Old City is assigned to Palestinian Authority Administration, under the designation of "H1". Israeli control over H2 results in unconditional protection and support for the settlements and settlers therein, even though occupation of Palestinian houses, attacks on civilians and property damage by settlers is illegal according to Israeli civil law. Impunity of settler activities severely infringes on Palestinian human rights in the Old City of Hebron and introduced severe hurdles to their daily lives. In addition, Israeli practices have wreaked significant damage to the economic health of the city as a whole.”<sup>1</sup>

The story is not only about the defacto unlawful decisions that were taken in different parts of west Bank and Jerusalem, but it extends to the period of Israeli Genocide on the Gaza Strip which provided an advantage for the Israeli government to tighten the closures and increase the oppression on the people of Palestine. One explicit rude example is the H2 area of Hebron.

“In the West Bank, Palestinians in Area C, East Jerusalem and the H2 area of Hebron city continue to face a coercive environment due to a range of longstanding Israeli policies and practices, which have intensified since October 2023. The restrictive and discriminatory planning regime applied in Area C and in East Jerusalem prevents Palestinians from addressing basic housing, livelihoods, and service needs. Further components of the coercive environment of continuing concern are

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<sup>1</sup> <https://www.jewishvoiceforpeace.org/wp-content/uploads/2016/03/BasicFactsheetHebron.pdf>

excessive use of force, demolitions, evictions, settlement expansion, and settler-related violence. Combined, they drive insecurity, deprivation of basic human rights and humanitarian needs among Palestinians.”<sup>2</sup>

During the evaluation processes, the respondents were bitterly explaining the effects of the political situation on their lives which clearly affected the project impact negatively despite of the gigantic efforts by Action Aid team to overcome the challenges and risks. Many of the rights holders were traumatized and a lot of them expressed differences in terms of being unable to sleep, nervous, anxious, tired, overthinking, scared and unable to practice their daily habits.

It was necessary to document the current situation as long as it tragically affected the rights holders, responsibility holders and obligation holders, at the same time; those active souls were able to try hard to keep the benefits and make the project successful. That’s why we gave this report a slogan “Souls Laden with Burdens, Angelic Faces filled with Hope”

## 1.2 Short description of the background

### 1.2.1 Purpose of the evaluation

The aim of this End of Project evaluation was to assess the project achievements, strengths, weaknesses, and implementation constraints, with a view to identifying any lessons that can be incorporated in the project in future and in any future ActionAid Australia support of the project.

The objective of the evaluation was to assess "the extent to which the project enhanced women's voice and status at household and community level as a result of their increased control over income earned and undertaking collective actions addressing priority issues."

The evaluation provided information around the five following areas, with reference to the project proposal, M&E framework and the detailed M&E data collected over the life of the project against the following key criteria: **Relevance, Effectiveness and Impact, Sustainability, Women's livelihoods, Efficiency , Disability Inclusion, and Shifting the Power and Localization.**

The evaluation assessed the strengths and weaknesses of the project using the **7 key criteria, project summary sheet** and the **M&E framework**.

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<sup>2</sup> <https://www.unocha.org/occupied-palestinian-territory>

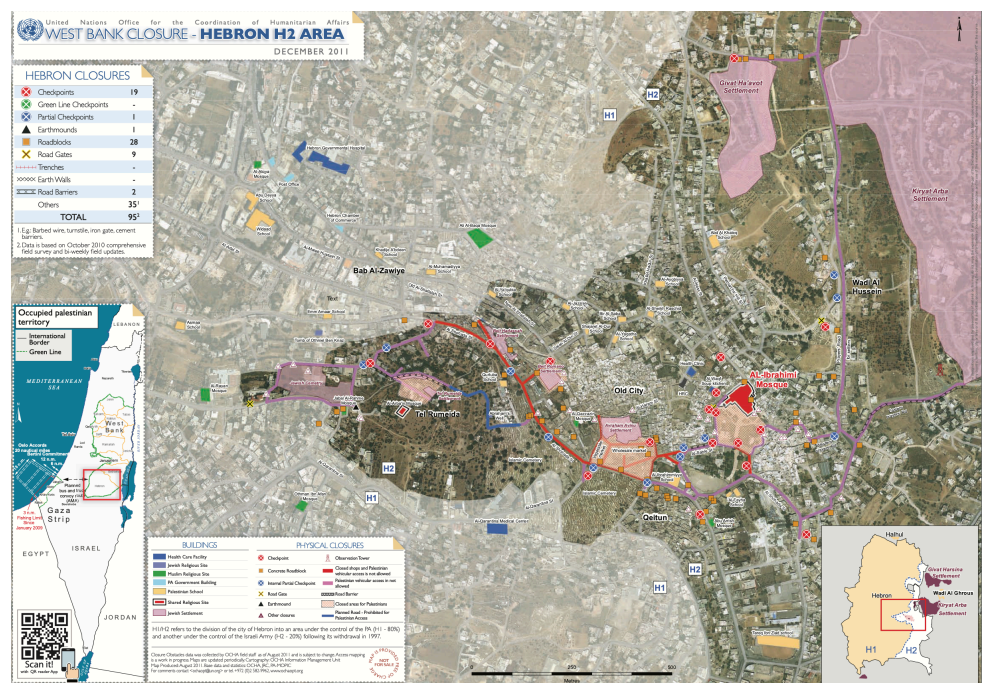
## 1.2.2 Scope of the evaluation

The evaluation focused on the period of implementation of the Project (from 01/07/2018 to 30/06/2024) and in its geographical locations are Hebron Governorate and specifically H2 areas.

Project Partners were:

- Project's partners and mainly Action Aid Palestine, Department of Foreign Affairs and Trade through Action Aid Australia
- Project's main protagonists, especially civil society actors especially those representing the interests of the rights holders of the intervention (holders of responsibilities) and decision makers.

The project locations are listed as follows:



#	Project Targeted Locations
1	Tal Rmedeh
2	Jalajel
3	Old City
4	Tareq Ben Ziad

<sup>3</sup> [https://www.ochaopt.org/sites/default/files/ocha\\_opt\\_the\\_closure\\_map\\_2011\\_12\\_21\\_hebron\\_old\\_city.pdf](https://www.ochaopt.org/sites/default/files/ocha_opt_the_closure_map_2011_12_21_hebron_old_city.pdf)

## 2. Methodology

### 2.1 Description of the evaluation approach

This is a participatory approach evaluation that involved all project partners and stakeholders. A sample of the target group participated in the process, which was very important for the compilation of information and results, and which helped in bringing all the information for a strong evaluation.

The evaluation mainstreams the **“Triple Nexus - Gender Approach Based on Human Rights”** as the project is based on this approach and as it is very important to find out to which extent the project team and stakeholders adopted and implemented this approach along the project implementation phases. This approach includes three different approaches of intervention which are development approach, humanitarian approach and resilience approach. Compiling the three approaches in one intervention result in the Triple Nexus which ensures the development and sustainability and covers the three approaches collectively and brings a better impact on the livelihoods of the target groups.

The consultants of Deem Co. followed the ethics of working with the stakeholders and professional ethics relevant to the issue of data gathering, security and safety of information, unbiased opinions, no touch policy, Do no Harm, confidentiality, the Code of Conduct of and participatory approach. Also, the consultants used references and citation when came to information gathering and mapping of the services provided.

Finally, the consultants informed and took the permission of the participants when it came to taking pictures, registering the sessions, quoting some sentences and any other activities relevant to the assignment.

The main principles underpinning the approach of the final evaluation are:

Deem Company Consultants ensured that this evaluation is conducted in an ethical and sensitive manner. Vulnerable children and young people were protected and potential harm from the research tools, methodology, or researchers were avoided. The consultant ensured:

- Respondents are respected by the researchers and research tools.
- Respondents were informed of the evaluation, possible outcomes (positive and negative), and the results of the evaluation.
- Impartiality and independence from the project aim and implementation functions.
- Credibility, using appropriately skilled and independent experts, and transparency, including results dissemination.
- honesty and integrity of the mission purpose and respect the security and dignity of the stakeholders. Information and documentation gathered in the course of this assignment may not be used for any other purpose without the prior permission of AAP.
- Participation of stakeholders in the evaluation process, to ensure different perspectives and views are considered.



- **Participation of interest groups and the target population.**

The table below shows the participation of the interest groups within the evaluation activities: the selection of the samples and the total number of respondents is according to the 5% margin of error according to the following link: <https://www.checkmarket.com/sample-size-calculator/?population=120&margin=5&confidence=95&response-rate=.20>

<b>Stakeholders</b>	<b>Total Number</b>	<b>Total Interviews Number</b>	<b>Survey</b>	<b>Focus Groups participants (12-15 per session)</b>
Action Aid staff implementing the project.	Not specified in the TOR	2	0	0
<i>Responsibilities holders such as CBOs that have been involved in the implementation of the project and relevant LNGOs and INGOs</i>	Not specified in the TOR	7	0	▪
<i>Rights holders: mainly Women and young women in the targeted areas who benefited from the trainings, awareness raising and the initiatives</i>	375	14 three of them are women with disabilities	At Least 150	22 women

The survey was done as a simple questionnaire online using the google forms and linking to social media.

## D. Description of the information collection instruments and their relevance to the context.

### *Data collection and analysis*

#### Initiation

- Conducted a preliminary meeting with AAP and agreed on the assignment framework. This was done on 03 July 2024.
- Conducted desk-based literature review of relevant documents, project reports and proposals, M&E plan, Project baseline research report, annual reports submitted to donors and stories of change documented over the past 3 years. Ongoing process.
- Designed data collection tools to be used for the evaluation as per the agreed methodology.
- Prepared an inception report outlining the approach/methodology to be employed in executing the assignment: Submitted on 10 July 2024
  - Timeline/schedule of activities
  - Detailed methodology of how to collect, triangulate and summarize both quantitative and qualitative data.
- Conducted field work, FGDs, interviews with women's groups, community leaders, AA Palestine staff, relevant government authorities.

#### Field Work

- Conducted semi structured interviews with the project team and management. During the interviews, the respondents were asked different questions reflecting the DAC criteria, gender and human rights mainstreaming, and the challenges and gaps they faced, were also asked for success stories and recommendations for the upcoming phases. **“Triple Nexus - Gender Approach Based on Human Rights” was a main topic that will be tackled during the different interviews.**
- Conducted semi structured interviews with the different stakeholders and project partners. They were (Rights Holders), the women and young women and women with disabilities. Also, interviews were conducted with (duty bearers); services providers who were involved in the provision of the services, and (obligation Holders); the decision makers and people responsible for implementation and decisions to be taken for the sake of those people and women target group . During the interviews, each and every organization representative\ or person or committee were given the chance to talk about the main achievements of the project, how it was effective and efficient, how it was relevant, what were the weaknesses and what were the strengths, how the project was run, what were the challenges and gaps and lessons learned and their future recommendations. They were asked to provide success stories. **“Triple Nexus - Gender Approach Based on Human Rights” was a main topic that will be tackled during the different interviews.**
- Conducted two thematic focus groups and field visits (due to political limitations and checkpoints, the consultant could not reach the first session and so, both groups were merged in one group and consisted of 22 women and girls) the women and young women and women with disabilities and their family members, service providers, decision makers, people who were involved in services provision. **“Triple Nexus - Gender Approach Based on Human Rights” was a main topic that will be tackled during the different focus groups.**
- Disseminated a survey among the target group and involved partners of the project. They filled in Google forms. Those forms were analyzed. The analysis resulted in quantitative

information that fed in and supported the qualitative results. **“Triple Nexus - Gender Approach Based on Human Rights” was a main topic that will be tackled within the survey.**

- Reviewed the running logical framework and theory of change, and included lessons learned and suggestions within the evaluation report for future interventions.

## **Reporting**

- Report writing (in well-written English) first draft and final draft.
- Debrief with project and country management teams.

### **Information gathering tools:**

- a- Interviews with project partners and implementors, interviews with stakeholders. Such interviews included the DAC criteria indicating questions, gender and human rights questions and other relevant questions related to each kind of stakeholders. The interviews were in depth including open questions.
- b- Thematic focus groups with different stakeholders and different groups of target group . The focus groups included questions and discussions related to the DAC criteria indicators with the integration of the issue of gender and human rights. Both focus groups include 12-15 people who were selected according to the numbers mentioned in the table above.
- c- Survey, and this tool provided quantitative information that was gathered from the respondents. This survey was used to cover the DAC criteria and the level of own opinion of the target group and stakeholders, in addition to measuring the level of gender and human rights mainstreaming. At the same time this survey supported the qualitative data that was gathered during the interviews and focus groups.

### **Data analysis methods.**

- a- Qualitative analysis: this was kind of analysis for the qualitative information that was gathered during the interviews and focus groups. A gathering for all the answers to each question and topic was done in order to have the consensus of the answers without ignoring the different ones. The qualitative analysis included a lot about the findings, unintended results, lessons learned and sustainable issues to be taken into consideration.
- b- Quantitative analysis: the survey provided a lot of quantitative information that was analyzed using the SPSS and data analysis on excel sheets with charts and diagrams of the results, the results are presented visually.



### 3. Summary of the Project

The overall goal continues to be to strengthen women's status in the Old City of Hebron H2 area through economic empowerment and collective action.

AAP put the utmost efforts and resources to reach the goal of the project, additionally and voluntarily the AAP team and from their own beliefs of the importance of the project, they put extra efforts to bring the highest successful impact on the lives of the women.

The project success was folded on the women who became aware of their own rights and boosted up their livelihoods from personal, financial and livelihood status covering the Triple Nexus approach. The women and organizations were empowered through capacity building, advocacy and income generation interventions. The men in the targeted communities became also aware of the rights of their women and also supported them. The community leaders became very helpful even the Tahriri people<sup>4</sup> who were against AAP in the beginning accusing the AAP to be a Missionary movement which is not true; through their ethical tools, the AAP team succeeded to convince the Tahriri groups in their roles and led them to support the project processes. The different support groups and organizations were well selected and became main partners who believed in the AAP mission and were mainstreamed to bring the project to succeed.

The status of the targeted women was strengthened in different means, all the targeted women received the awareness raising and psychosocial support through the different support groups members and each through its mandate. Also, the women showed the high level of understanding their rights and the mind shift towards their rights. Also, many of the interviewees and respondents of the women showed that they are able to support the rest of the women in their communities and it was clear during the interviews and focus groups where the women informed that they were called by the previously served women who encouraged them to engage in the project.

The trained women did not only receive the skills during the capacity building activities but many of them were able to think out of the box and start up their own projects. Many women were provided with the technical and financial support to start up their projects, thanks to the AAP support.

The project did not leave the women with disabilities, this was a successful point of the project that brought the hope and opened the opportunities for the women with disabilities which boosted up their status from hopeless women to skilled women with open horizons and hope. Ex. One of the

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<sup>4</sup> Hizb ut-Tahrir, founded in 1953 in Jerusalem, is a global pan-Islamic Salafi movement. Its [Palestinian branch](https://ecfr.eu/special/mapping_palestinian_politics/hizb_ut_tahrir/) includes hundreds of members who have been repressed by the PA in the West Bank. Their organization has recently been limited to activities of supporters among students in universities. Hizb ut-Tahrir does not participate in PA or PLO politics but instead works on the re-establishment of the caliphate through non-military means.

[https://ecfr.eu/special/mapping\\_palestinian\\_politics/hizb\\_ut\\_tahrir/](https://ecfr.eu/special/mapping_palestinian_politics/hizb_ut_tahrir/)

girls with disabilities was provided the trainings and was supported to start up her own project in education. She benefited and started the provision of her services, and when she was asked about how the project helped her she answered:” without their support I would be now staying at home”. Another woman with disability was interviewed and was excited to provide information and said: “The support from Action aid brought me to another stage of my life, I am grateful”.

Outcome 1: Women have enhanced voice and status in their household and community.

Under this outcome, the project succeeded to select the relevant rights holders who were prepared and given the awareness and capacity building in order to be able to proceed in their actions and projects. The women received the required support to strengthen them to stand for their own rights and to plan for their future. In all means, they became able to capable to understand their rights and received the needed capacity building in a collective manner.

Outcome 2: Women take collective action to address their key concerns.

The women were supported to conduct the advocacy campaigns after they were consulted and decided the main topics and problems that are highly important and related to their livelihoods and the future of their families. They succeeded in addressing the key concerns and succeeded in raising those concerns for their communities and in a very concrete approach.

Outcome 3: Women’s income and their decision-making over this income earned is increased.

This outcome was achieved, and the women through the income generation and economic empowerment and through the collective work, became able to make their own decisions within their families and became able to access and manage their resources and defend their own rights.

## 4. Findings

### Relevance

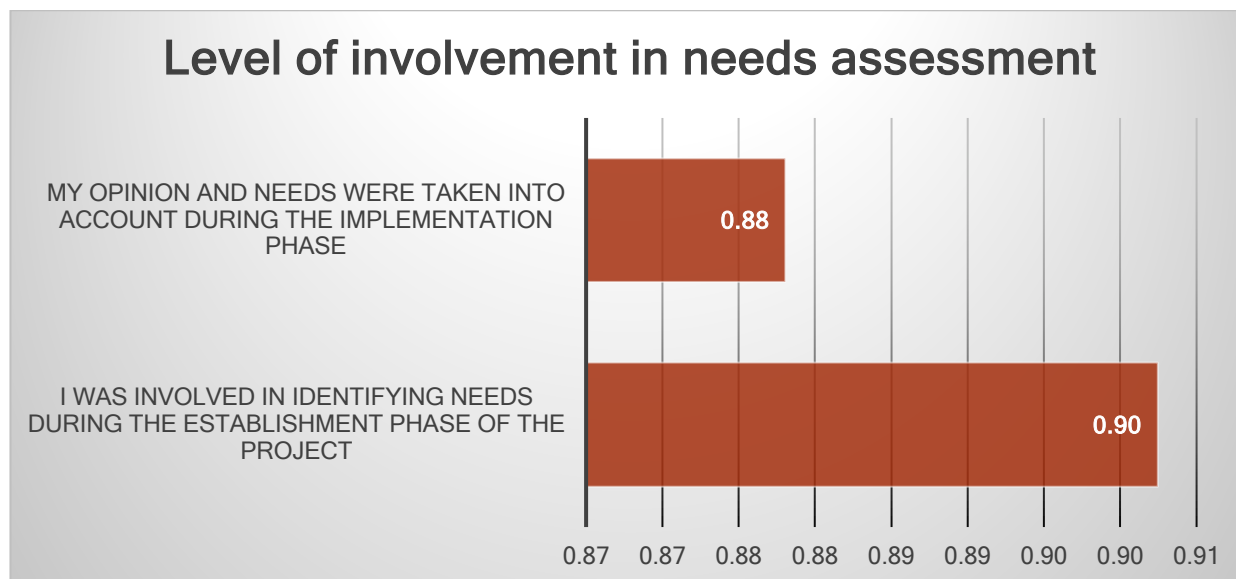
***The relevance means to check to which extent was the project relevant to the needs of rights holders, and the relevance to the policies and strategies of the responsibility holders and obligation holders.***

If the AAP knew what will happen on the 7<sup>th</sup> of October, Deem team are pretty sure that the AAP would have taken different measures to keep the project smooth and easy. At the same time and after the 7<sup>th</sup> of October Genocide on Gaza Strip and the reflections that occurred in West Bank and specially the increased oppression that was implemented on the population of Hebron and more specifically H2 areas where the project was implemented; the AAP were agile and responded to the emergency situation professionally trying to come over all the difficulties that were faced.

“The best experience with them is the check up for the relevance in terms of needs of rights holders and partners. AAP as leaders of the project helped us to cooperate and exchange of the experience with the rest of the partners, it was a great issue” Responsibility Holder

Regarding the relevance of the project to the needs of the population and women in the targeted areas; it was clear and during the different interviews and focus groups, it was clearly found that the project was relevant to the needs of the women and was successful to hit the goal to cover the needs of those targeted women. During the different interviews and focus groups; the respondents informed the evaluation team that their voices were heard, and the responses were suitable and upon expectations.

The charts below show the questionnaire results as 89% of the respondents were consulted prior the intervention for their needs, as follows:



## I was involved in identifying needs during the establishment phase of the project



## My opinion and needs were taken into account during the implementation phase



For AAP strategy, the project goal was “to continue to strengthen women's status in the Old City of Hebron H2 area through economic empowerment and collective action.” This is very much linked to the strategic goal of the AAP that states: “Palestinian women and young people shall become key actors in transformative change towards freedom and social justice”. The project outcomes are compatible with AAP objectives as follows:

### AAP Objectives

Palestinian society is more effectively engaged in addressing the root causes of all forms of gender-based violence and discrimination

Palestinian women and young people are influencing and demanding accountability and responsiveness of “duty-bearers” at all levels

Palestinian people’s protection and transformative resilience is enhanced

*Palestinian people are more capable to advocate for right-based responsiveness to Israeli occupation in Palestinian territory*

### Basala Outcomes

Women have enhanced voice and status in their household and community

Women take collective action to address their key concerns

Women’s income and their decision-making over this income earned is increased

The support groups and the partnering organizations were satisfied in participating in the project as they contributed to the project through their roles and mandates which are consistent with the project interventions, each organization stated that they participated in the project planning and were consulted and tailored their actions towards achieving the project goal. Ex. Sharek Center director stated that they are in a long-term relationship with AAP, and they are partners, and they have set their plans together for the sake of the rights holders. Another example is Qader organization representative who insisted that the project contributed to their strategy for the engagement of people with disabilities in the labor market and this project contributes to their third strategic objective that states:” Enhance the inclusion of women and youth with disabilities in the Palestinian labor market.”

The project is compatible with the Palestinian Authority strategic plans and goals, and they are coherent. The project and through the Triple Nexus approach contributes to the national goals as stated in the draft strategy as follows:<sup>5</sup>

- |  |
|--|
| <ul style="list-style-type: none"> <li>• <b>Vulnerable and food – insecure people in Palestine have improved ability to meet their food and nutrition needs throughout the year.</b></li> </ul>  |
| <ul style="list-style-type: none"> <li>• <b>Vulnerable people in Palestine, including youth, women and persons with disabilities, have improved access to livelihood opportunities and resilience to shocks by 2028.</b></li> </ul>              |
| <ul style="list-style-type: none"> <li>• <b>National institutions in Palestine have enhanced capacities to enable more sustainable, inclusive and integrated national systems and services, including social protection, by 2028.</b></li> </ul> |
| <ul style="list-style-type: none"> <li>• <b>Humanitarian and development actors in Palestine have access to efficient and effective services and support throughout the year.</b></li> </ul>   |

Regarding the SDGs, this project contributes to the SDG # 5 “Gender Equality” and to SDG # 8 “Decent work and economic growth” , SDG #9 “Industry innovation and infrastructure” and SDG # 16 “Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels”

In general, the project came to respond to all needs and strategies of all rights holders, responsibility holders and obligation holders.

## Impact

***Impact means the level of change that occurred after the intervention and whether it is short term or a long-term change.***

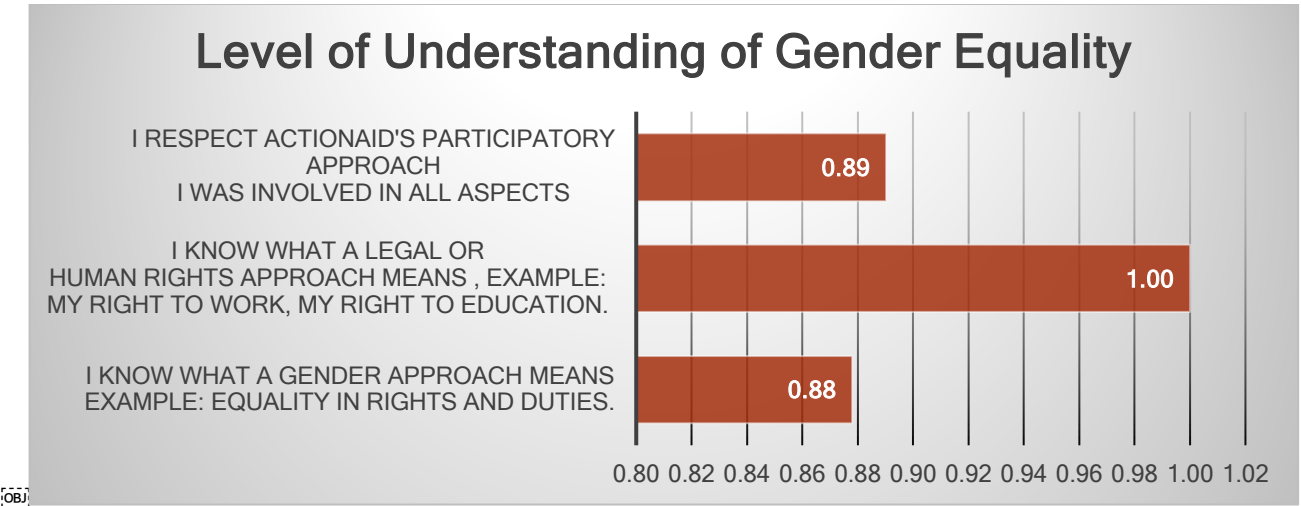
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<sup>5</sup> [https://executiveboard.wfp.org/document\\_download/WFP-0000145194](https://executiveboard.wfp.org/document_download/WFP-0000145194)

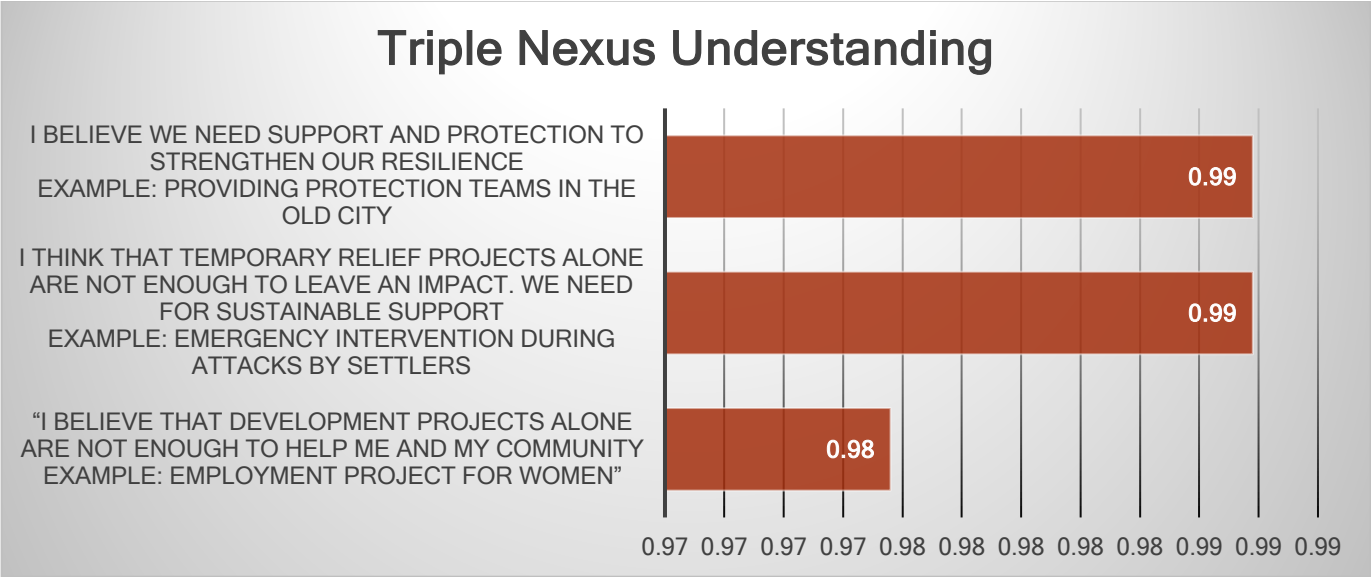
**The project left a very positive impact on the livelihoods of the targeted women in the targeted areas. It is a continuous project that helped to strengthen women's status in the Old City of Hebron H2 area through economic empowerment and collective action.**

Through the awareness raising, capacity building, economic empowerment and advocacy campaigns the project succeeded to reach the utmost impact during a very sensitive time mixed with increased violations and oppression on the livelihoods of the population in the targeted areas. Through the testimonies of the rights holders, it was found that the project left a positive impact on their lives. Ex. One of the rights holders stated that her life shifted positively since the day she stepped in for the first time to the center where she received awareness raising and trainings.

On the level of human rights and awareness raising, the project contributed to help the women open their eyes on their rights and they started seeking new paths to access and manage their resources. Ex. One of the rights holders stated that this project helped her to take care of herself and think about her life without forgetting her duties and she said that her family members were happy with the difference and change. Other women stated that she never heard about her rights until she was engaged in the project. The diagram below shows the questionnaire results regarding the level of awareness of Human Rights and women rights and gender equality.

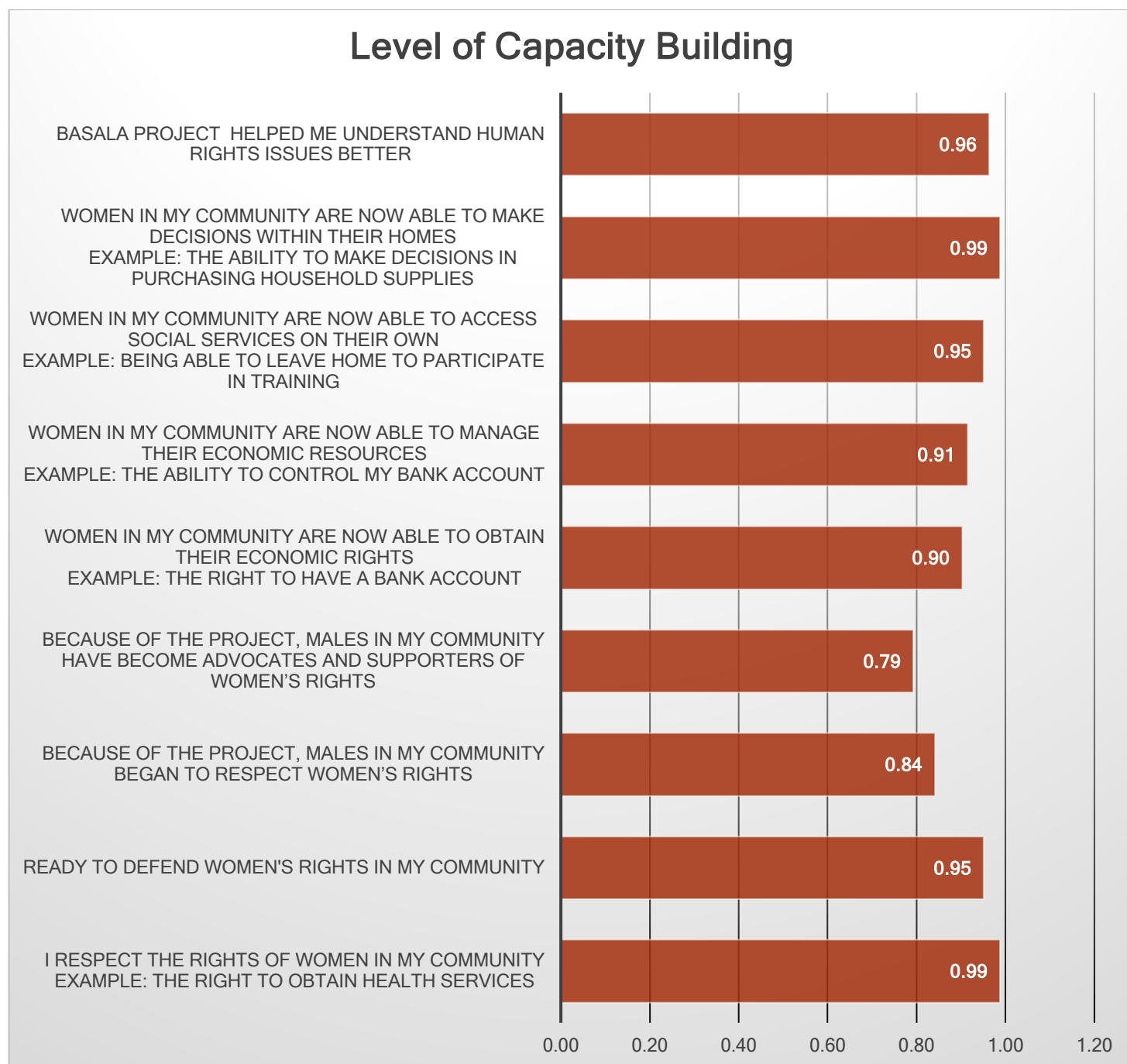


Regarding the Triple Nexus approach, and even the women were not aware of the name of the approach, but the AAP were able to mainstream the approach verbally and practically within the project actions as the diagram below shows, as most of the respondents understand the importance of the mix between humanitarian, development and resilience interventions and this was validated during the interviews.



On the level of capacity building, many rights holders stated that they can now have an income source after they received a lot of trainings that helped them to seek income generation tools and skills. Many women stated that the trainings were helpful and opened new doors for them. For those women who were supported with equipment and machines stated that their economic status positively enhanced and they are the decision makers now in their families. Ex. Al somoud Kitchen was supported with equipment and kitchen stuff which helped them to enhance their production. Through this, the evaluation team became sure that the Triple Nexus approach was successful especially when the women agreed that the project helped them to strengthen their resilience in the areas and became stronger facing the political difficulties. Ex. One woman stated that she can now leave her house in spite of the check points and she can access the market.

The diagram below shows the level of development and capacity building of the women as found in the questionnaire. 92% of the respondents agreed positively on the statements.





On the level of initiatives and advocacy campaigns; it was clear that the project succeeded to bring the relevant issues on the table and helped in enhancing the resilience of the population. Ex. Al Somoud kitchen, and the nursery which helped to benefit many women to participate and develop their skills and to seek income sources. Another example is Tel Armida group that focused on concerns within the closed areas, aiming to secure a permanent location that facilitates their movement and access to the market in the closed Tel Armida area and Tariq bin Ziyad area, the group worked with individuals concerned about public transportation. Such initiatives helped a lot in developing the livelihoods of the people from a human rights approach and focusing on resilience and which again hit the Triple Nexus approach.

The social aspects were also very important, the local communities changed their attitudes towards the women rights and the gender issues. Many of the interviewees agreed that the beginning of the project was difficult as they were blamed and questioned by the people in their communities regarding leaving their houses and the reasons, after that the local communities got used to the issue and accepted the rights of the women. Ex. One of the women said that in the beginning it was difficult for her but after she insisted to leave the house and to participate, people accepted, and the issue became normal. Another example is the Tahriri people, who not only became support to the project team but also became facilitators for the project team. As stated by the project management team, they smoothened the relationship with one of the Tahriri people in Tal Al Rmeideh who was a leader in the area and refused the AAP existence in the area, but after consultations and many trials the AAP helped the YMCA and other organizations to access the area and implement their activities through coordination with the Tahriri leader.

In general, the short-term impact of the project was clear and evident. For the long-term impact, it is expected that the AAP furnished for strong understanding of gender issues and economic empowerment among the population which will help the current initiatives and project to evolve in future. The project set the strong basis for long term impact. Ex. One of the rights holders stated that when the economic status of the woman is strengthened then she becomes a strong decision maker in her family, and she can move freely.

***Finally, the project succeeded to reach the utmost continuous goal for*** strengthening the women's status in the Old City of Hebron H2 area through economic empowerment and collective action.

### **Sustainability**

***Sustainability means the aspects and benefits that will sustain after the intervention.***

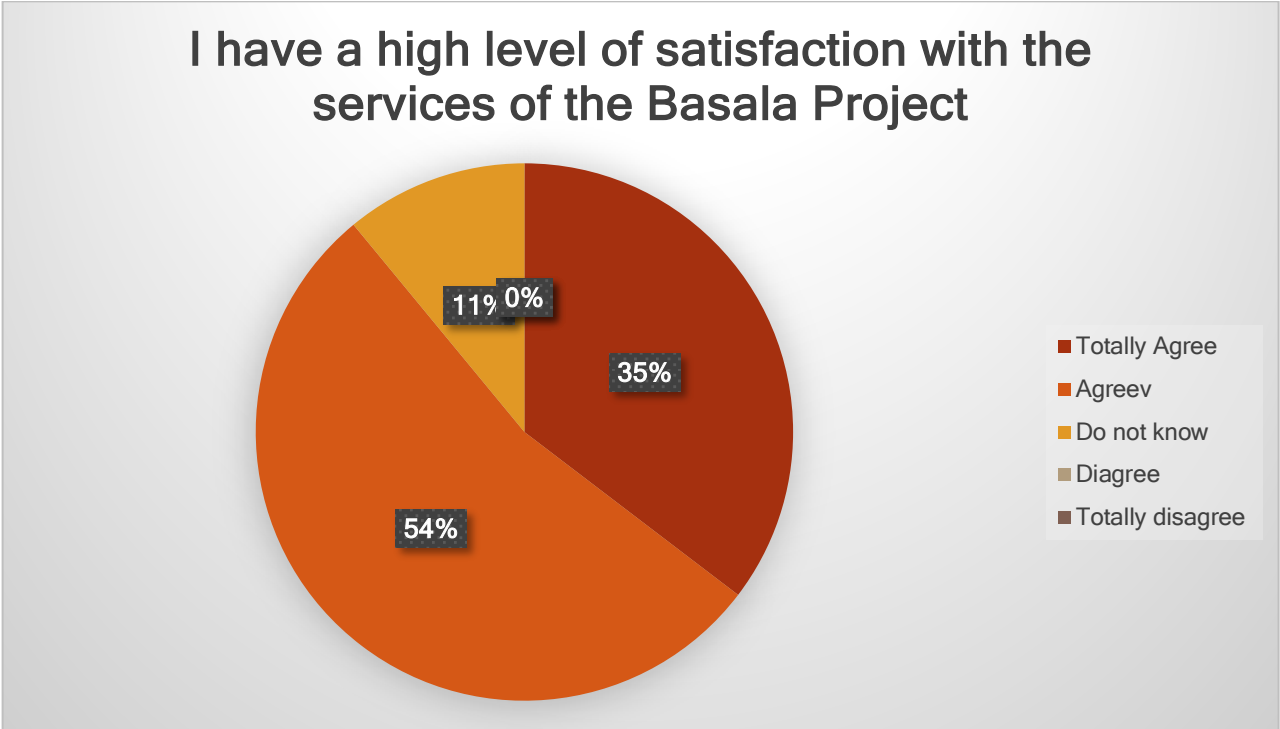
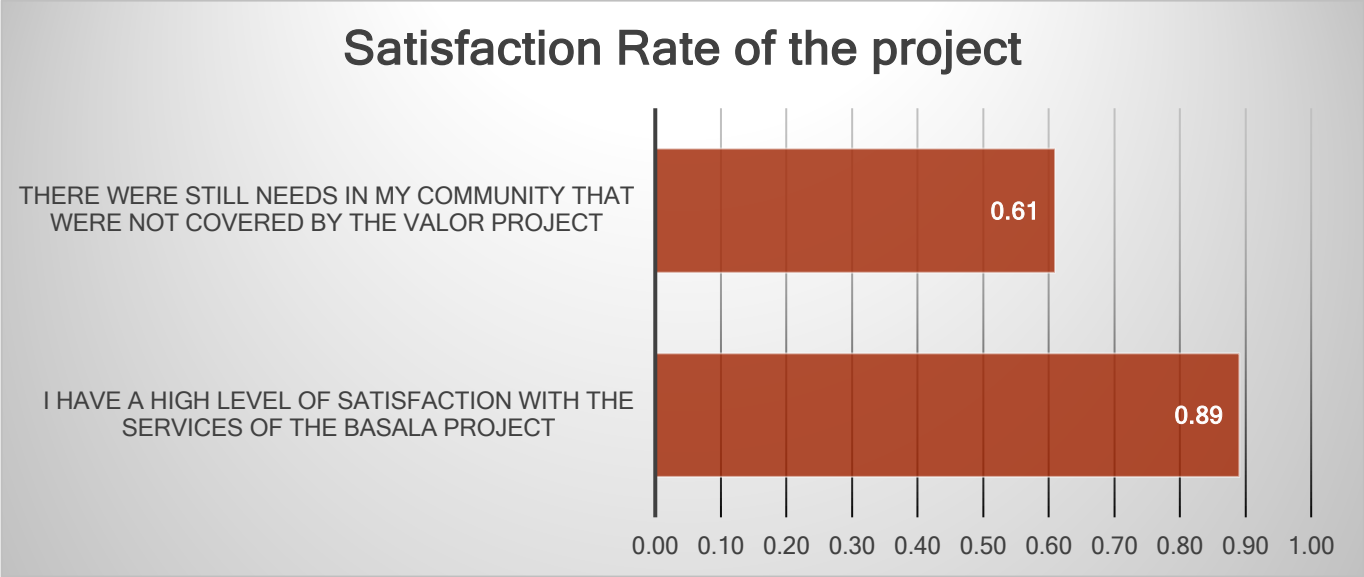
The project in general left different sustainable issues that will stay beyond the project lifespan and will sustain in the long run.

- **The awareness raising:** digging in the mindsets of the people is a very long term and difficult mission especially in areas similar to H2 in Hebron, where the Tahriri people are invading the attitudes and assisted with the harsh political situation that deepens the political Islam ideology

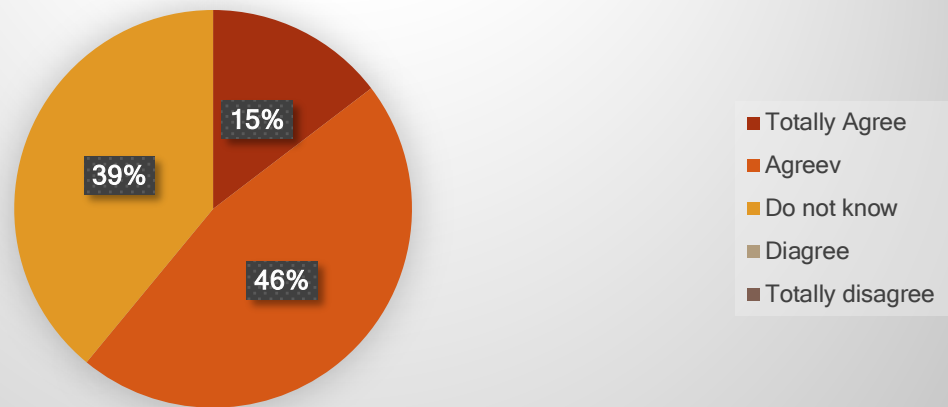
for men excusing themselves that they are the protectors of the women in a tribal patriarchal society like Hebron. At the same time, the people who changed their attitudes and shifted their mindset tasted the difference and especially the women and their family members who became their supporters. This new mindset will not fade out easily and will sustain. Also, the women who were supported became positive deviances in their communities which will help expand the change through mouth-to-mouth awareness.

- **The capacity building:** the women and girls and women and girls with disabilities who received the capacity building and trainings using a variety of trainings, received new skills that they learned, and they can use them now and in future for income generation and enhancing their economic situation. Such skills will sustain and are being used and will be used in future. The capacity building material used is also a source that will sustain AAP for future and will be used in future interventions.
  - **The projects that were supported by AAP:** many women stated that they became gaining income through the support from AAP to start up their own projects. The women who tasted the economic stability are positive deviances who will support other women in future and are willing to expand their project and to increase their income after the opening their eyes on new approaches to reach the market and bring new innovative products through which they will increase their income now and in future. Some of the supported women received the support through their family members who are willing to boost up their projects as they knew the importance of collective support to those women. Those projects are promising and have the potential to sustain.
  - **The advocacy campaigns and initiatives:** this is another source of sustainability. The participatory approach for enhancing the status of women and the local population helped a lot to have accurate ideas for the advocacy and initiatives which benefitted different social groups and helped a lot to strengthen the reliance of the population. Such initiatives will sustain, and the people will support them to sustain as long as they are serving them. The people were in need for such interventions, and they will fight to keep the results sustainable for the sake of their families.
  - The relationships with the support groups: AAP and through their strong efforts succeeded not only to help the organizations to serve in the targeted areas which are challenging due to closures and political and social situation, but also the AAP helped to bring new horizons of cooperation with the other organizations through joint interventions reflecting their mutual mandates and also opened the eyes to potential cooperation between the support groups themselves. This is another source of sustainability that the project succeeded in achieving.
- **The AAP existence in the targeted areas:** during different interviews and FGDs, the rights holders stated that the AAP is the only organization and the first one that approached them. This left the visibility of AAP in the area that will sustain after the closing of the project and will be kept in the minds of the benefiting people.

Regarding the satisfaction rate among the rights holders; the diagrams below show the level of satisfaction and the level of remaining needs in the targeted communities. During the interviews and FGD, there were different unmet needs among the targeted group such as: extra support in marketing and packaging, finding job creation sources and accessing the market, family support including psychosocial support for the family members.



## There were still needs in my community that were not covered by the Valor Project



### Efficiency

***Efficiency and feasibility mean measuring to which extent were the resources given to the project enough and help to achieve the results and goals. Effectiveness means the extent to which the project achieved the objectives and expected results.***

In general, the given resources were suitable and efficient to bring the best results out of the project. The rights holders and support groups were satisfied with the resources and were willing to contribute when needed.

### Time:

Regarding the time that was dedicated for the implementation of the different actions, it was clear through the FGDs and interviews that the time given for the implementation was enough and flexible. No time deficits were mentioned during the evaluation and the respondents felt satisfied with the awareness raising time, the time dedicated for the trainings and also the time given for the initiatives. Ex. Many rights holders stated that they spent enough time in trainings and awareness, and they were satisfied.

The project team were flexible in terms of timing and times of the activities given the deteriorating situation and they were proactive during emergency time. They adapted the time of activities according to the changing situation and this shows their professionalism and effective management of time.

### Budget

The budgets were well planned for the project actions, thanks for the good experience of the AAP team who were able to adapt and manage the budget.

During the different interviews and FGDs the rights holders stated that the budgets were enough, and no lack of resources occurred. On the contrary, the rights holders were thankful and satisfied. One major issue was regarding the grants which different rights holders stated that they needed higher amounts of grants for their own projects. While many of them contributed to the grants through cash investments or equipment and material that they could afford and the rights holders were more successful in reaching their goals. This issue of requiring higher grants came from a perspective that AAP have to fully cover the needs while they lack the understanding of their responsibility to scale up their projects using their own skills.

The budgets for the trainings were enough and the rights holders were satisfied with what was provided to them during the trainings. Many of them were thankful for receiving the equipment and material for the trainings and which was enough and suitable.

### **Human Resources**

The AAP team were professional and well experienced as they know very well the needs of the people and are located in the same area which validated their knowledge in the context and the potential risks which they were aware of previously and they were well equipped with the skills and tools of intervention.

During the different interviews and FGDs, the rights holders expressed their gratitude towards the team and their professionalism during the project interventions. At the same time, and voluntarily the AAP team kept their eyes on the running actions and activities and tried to seek new resources for marketing the products of the grantees and also, they were keen to help those who could not find their path. The AAP team did not leave the rights holders even after the completion of the actions and to date. This is a very positive point that came out of the evaluation.

Regarding the trainers, most of the trainees were satisfied with the methodologies and approaches of the trainers who provided them with the best skills. In some cases when the trained people tried to train other women; they did not give the utmost benefit, and this was reflected in the difference of satisfaction among the trainees. AAP could double check the abilities of those trained women who conducted the trainings to be on the expected level.

### **Disability Inclusion**

Mainstreaming people with disabilities in the project interventions was a clever issue that included them within the project actions from the equality perspective. This experience was satisfactory and a role model for the support groups and other responsibility holders who opened their eyes on developing the services in innovative joint actions. Ex. Qader Foundation were very satisfied with the idea of cooperation with the AAP, and which contributed to their mandate.

Women and girls with disabilities are a very marginalized groups of a marginalized group which is the Palestinian women who suffer from GBV and discrimination. The women and girls with disabilities are highly discriminated and left alone in a very deep hole of social, economic and political deteriorating situation and are the least priority in their communities and among the different organizational mandates.

The women with disabilities felt satisfied and also found a new open door for them to develop their livelihoods and they felt equal to the other rights holders. During the interviews; the women with disabilities were thankful to be involved and to receive the support in terms of trainings and also initiatives. They are a forgotten group which the project tackled successfully. Ex. One of the women with disabilities was satisfied with the support and stated that she was ignored before being involved in the project.

Disability inclusion mainstreams the issue of disability with the rest of the AAP interventions, and this is an innovative approach that can be replicated in future interventions. This issue of disability inclusion reflects the flexibility of the strategic approach of the AAP and also reflects the collection action that is being done. This is also reflected in the triple nexus approach that also requires the human centered design which the AAP succeeded in achieving.

The well managed interventions of the AAP following the human rights approach looking for development and resilience helped the AAP to include the people and women and girls with disabilities in the project and helped to bring a higher level of success.

### Shifting the Power and Localization

The project is a role model in a very marginalized area such as H2 in Hebron. As mentioned before, the people in the area follow the political Islam approach of Tahriri group with a very tough society full of patriarchal norms and suffering from a very tough political situation.

The project succeeded to help the women to raise their voices through developing their skills, supporting them and holding their hands to face the very tough society that they live within. This was a very strong bold action that brought positive change on the dynamics of the society of H2 area in Hebron.

The women who benefited from the project became able to take their roles, make decisions and change the dynamics within their families showcasing positive deviances in their communities. During many interviews and FGDs the women stated that the pressure is not by the nuclear family, on the contrary the males in the families were supporting, but the pressure was by the surrounding society and extended family. Through the support of the husbands, sons, brothers and close relatives of the women, they became able to face the outside society that was oppressing them, and this was a very successful point of shifting the power of the women.

The women and when they became able to gain income, they also became able to make decisions in their families and became free to decide their own issues. Ex. One of the women stated that her husband used to decide the visits and social duties according to the family budget, so sometimes

the family were not able to do the social duties due to lack of money and the decision was for the breadwinner who is the man. Currently, she became able to decide the go and buy the presents herself and she became free to choose the visits.

When the women were asked about who decides in the financial issues, and who controls the family budgets; most of the women who became projects' owners admitted that they are the ones who control the budget and supported by the men and also, they are the ones who can access the market and sell their products with or without the support of their male family members. There are some women who sell their products independently and they feel content to face the social norms and support themselves, while other women receive the support from their family members who help them to access the market and sell their products.

One external factor that supported the economic decision making by the women is the fact that most of the men used to work in Israel and after the 7<sup>th</sup> of October genocide their men stopped working, and this gave them a margin of empowerment as long as they are currently the bread winners of their families.

Finally, the women need to understand that being independent does mean that they have to hold all the family burden on their shoulders without asking the support by their men. This is very dangerous that some of the women did not recognize. This is a very tricky issue that needs to be tackled not only with the rights holders but within all interventions by the AAP and other players.

- **Replication and expansion of the project:** first, the project is potential for replication and expansion. The needs are much higher than what was provided. This is to recommend that the existence of AAP in the targeted areas is not only essential but also needed and requested as long as it is mostly the only organization that concretely plays a role in the areas. There are uncovered needs for the people such as more supporting grants, more trainings and more awareness and advocacy campaigns. AAA and AAP will not be able to cover the whole target group's needs as there are lots of needs and huge numbers of people who are in need, and this requires huge budgets that cannot be afforded by AAP only. Other organizations which are potential to support such as UN agencies and the PLO have their own agendas and proprieties and in some cases they are not allowed to access the areas. So if this project was replicated, it can contribute to cover part of the needs.
- **Peer to peer support:** the results of the project are very fruitful and impactful. In order to sustain this impact, the AAP has to rethink the way of intervention through bringing community leaders/ positive deviances in Hebron from the current project and give them ToT trainings to be able to bring and support new groups of women. This is a very strategic and smart approach that will help expand the impact and sustain it in the future.
- **More Coaching:** the grantees need to stay in connection with AAP and on a longer term. They need coaching and follow up to be dedicated along the project lifespan. The AAP team put extra effort to stay in connection with the grantees and rights holders but at the same time, there is a need for coaching through the trainers themselves who must work more closely and on a longer term under contracting conditions to stay supporting the grantees.
- **More people with disabilities:** the project showed a very high value regarding the mainstreaming of women with disabilities. Due to the huge needs among the targeted population and especially the women with disabilities; this issue has to be taken into consideration and mainstreamed in future; more focus is needed. The women and girls with disabilities suffer from deep marginalization and not prioritized due to the different policies and mandates of the rest of the organizations. Also, they are socially marginalized due to social norms and disability status and inability to be supported by their families and surrounding communities. The women and girls with disabilities need trainings and capacity building, jobs creation and start ups in addition to psychosocial support services.
- **Family support and psychosocial support:** during the field work, it was clearly evident that the rights holders needed psychosocial support, especially after the 7<sup>th</sup> of October genocide on Gaza and the negative reflections on the targeted communities, it was clear that the women and their families needed urgent interventions parallel to the developmental interventions.



- **More collective projects are requiring** it was found that the collective projects are less risky and more impactful on the livelihoods of the women and especially during the current political situation. It is recommended to bring more collective projects for the women. Which means that providing a group of women with a collective project will help them to sustain income and bring higher results and impact.
- **Understanding of Gender roles:** it was found that most of the women who were granted the projects and became independent in their families, started to hold more responsibilities in addition to their home duties and unpaid jobs, and this is due to the lack of understanding that keeping the males' roles in their families is essential to divide the responsibilities. The males and especially who receive less income than the women who received the support started to withdraw from their financial responsibilities and this doubled the burden on the women who started having paid and unpaid jobs. as a result, this issue deepens the vulnerability of the targeted women and brings negative impact, as the women themselves are not aware of this issue. This is a very dangerous topic that needs to be tackled in future to ensure that the interventions of AAP do not leave any harm on the status of the women in their families.
- **Female university students and NEETs:** this issue was not directly tackled within the current project. The AAP need to mainstream the female university students and women Neets (No education, No trainings and no employment). The employment rate among the Palestinian women did not exceed 19%, and there are different groups of girls and women who did not receive education or employment opportunities or training opportunities due to social norms and limited access to the labor market, at the same time, the decision makers are affected by the social norms and they do not provide equal opportunities to the women and girls as well as men, as a result; a high percentage of the girls and young women are left with the least opportunities. As this project tackled mostly the older women but not the young girls and young NEETs, there is a need to rethink the strategies to focus on those young women and girls.
- **Supporting the women and girls to access the market.** The issue of market access is very important and this point was by default implemented in the project. Some women succeeded to reach the market and others could not. There is a need to build on this project and help the targeted groups to find ways and tools to access the market. Also, due to the given political situation, alternative tools for marketing the products and updated solutions are welcome to come over the ongoing closure for the areas.

## 6. case studies demonstrating impact

<b>TITLE</b>	<b>Case #1</b>
<b>AUTHORED BY</b>	Deem Company for Collective Development services
<b>DATE</b>	12 July 2024
<b>Background</b>	The social context in Hebron H2 area is very stressful and depends on tribal habits and relationships. The patriarchal relationships and the oppression on women are very difficult and deprives the women from their basic rights such as right to self-determination, education, economic rights and health and social services. At the same time, the political situation that is harshly and rapidly limiting the access of the population due to occupation of the different lands, checkpoints and limited movement giving the people limited access through the checkpoints which was increasingly horrible and includes physical violations for those who move during the closure hours. All this limited the women from accessing and managing their resources and services.
<b>Challenges and problem</b>	For our case, she was locked at the house and not able to move as long as she does not know any place to visit. She was a housewife and doing her duties as a wife and mother and never thought that she has rights, and she can fulfill them. She never knew that there are people outside who can help her.
<b>Solution and intervention strategies</b>	Her neighbor invited her to join an awareness raising session at a center where AAP are providing the services. She attended and she said “that day was a turning point in my life”.
<b>Results and Impact</b>	She started to attend the trainings and became able to produce the soap. She became able to produce with the assistance by AAP through bringing her the support and the technical training and ongoing follow up and encouragement. She is now well known and can produce the soap in different shapes and scents. She receives requests for events also.
<b>Call to action</b>	During the 7 <sup>th</sup> of October Genocide on Gaza, West Bank areas were affected, and the level of vulnerability increased due to increased closures, checkpoints and due to the affected economic situation. AAP has to keep an eye on those evolving positive deviances. She needs to seek new markets and innovative tools to market her products, since she can produce and has the potential to do so. It is suggested to include the supported projects in the new phases or upcoming interventions to build on the success and boost up the supported projects.

<b>TITLE</b>	<b>Case #2</b>
<b>AUTHORED BY</b>	Deem Company for Collective Development services
<b>DATE</b>	13 July 2024
<b>Background</b>	The social context in Hebron H2 area is very stressful and depends on tribal habits and relationships. The patriarchal relationships and the oppression on women are very difficult and deprives the women from their basic rights such as right to self-determination, education, economic rights and health and social services. At the same time, the political situation that is harshly and rapidly limiting the access of the population due to occupation of the different lands, checkpoints and limited movement giving the people limited access through the checkpoints which was increasingly horrible and includes physical violations for those who move during the closure hours. All this limited the women from accessing and managing their resources and services.
<b>Challenges and problem</b>	This woman is well educated and holds a B.A degree, but due to the situation she decided not to work. She felt frustrated and could not respond to her family's needs. Her husband was jobless and could not help her. For some time, she felt she will not be able keep going and felt that the family will collapse. The surrounding family threatened her that if she seeks a job, then her husband will divorce her, and she will be left alone.
<b>Solution and intervention strategies</b>	This case a real positive deviance who depends on herself and was willing to make a difference for herself and her family. She decided to join AAP activities and was able and willing to learn how to manage her own project. She chose to plan in her land and started with a quarter of a donum to plant and sell. Her husband supported her, and he sold his car to use the money for developing her project. She said, "all depends on the woman, I was the one who shifted the mindset of my husband in a way he supported me".
<b>Results and Impact</b>	She is now an owner of a land and sells different agricultural products, she sends her products to the customers and the market and gains good income for her family and her husband helps her and supports her. She is happy and encourages all women to be strong and work for themselves. She is a real positive deviance.
<b>Call to action</b>	During the 7 <sup>th</sup> of October Genocide on Gaza, West Bank areas were affected, and the level of vulnerability increased due to increased closures, checkpoints and due to the affected economic situation. This woman works hard, and she says "even the situation is not easy, but I will not stop, and I encourage every woman to grab the opportunity to develop".

<b>TITLE</b>	<b>Case #3</b>
<b>AUTHORED BY</b>	Deem Company for Collective Development services
<b>DATE</b>	15 July 2024
<b>Background</b>	The social context in Hebron H2 area is very stressful and depends on tribal habits and relationships. The patriarchal relationships and the oppression on women are very difficult and deprives the women from their basic rights such as right to self-determination, education, economic rights and health and social services. At the same time, the political situation that is harshly and rapidly limiting the access of the population due to occupation of the different lands, checkpoints and limited movement giving the people limited access through the checkpoints which was increasingly horrible and includes physical violations for those who move during the closure hours. All this limited the women from accessing and managing their resources and services.
<b>Challenges and problem</b>	This girl suffers from back pain, and she underwent to different surgeries. Unfortunately, she did not have the opportunity to get a B.A level in English Literature, at the same time she tried her best to have different courses and was ambitious to help the slow learners of the children in English language. She could not find the right track and could not find the support in her community. At the same time her family supported her to evolve and find her path in life even if her community was against it.
<b>Solution and intervention strategies</b>	The girl was an active volunteer in different organizations and found her way with AAP. She got awareness and training and asked for support from AAP. She was granted the support to start up a good career that is good for her health status and brings her good income and at the same time she provides adaptive educational tools for the children with learning difficulties.
<b>Results and Impact</b>	She started to give private sessions for the children with learning difficulties and managed to find customers and to use her own educational tools that she innovates to help those children. She is currently known in her community. At the same time and due to the current situation, she could not find a place to receive her students and was obliged to rent a place from one educational center who charge 60% of her income. At the same time, she is still searching for a place where she can pay nothing or the least cost.
<b>Call to action</b>	Currently, she is trying her best to keep her customers even she pays a lot for the educational center. AAP can help her through their network to connect her with an NGO which can help her to find a place with zero cost that benefits their rights holders and help her to keep on in her career.

<b>TITLE</b>	<b>Case #4</b>
<b>AUTHORED BY</b>	Deem Company for Collective Development services
<b>DATE</b>	15 July 2024
<b>Background</b>	The social context in Hebron H2 area is very stressful and depends on tribal habits and relationships. The patriarchal relationships and the oppression on women are very difficult and deprives the women from their basic rights such as right to self-determination, education, economic rights and health and social services. At the same time, the political situation that is harshly and rapidly limiting the access of the population due to occupation of the different lands, checkpoints and limited movement giving the people limited access through the checkpoints which was increasingly horrible and includes physical violations for those who move during the closure hours. All this limited the women from accessing and managing their resources and services.
<b>Challenges and problem</b>	This woman was a housewife and did not want to leave her house. She was affected by the social norms as long as she is a grandmother, and the old women are not accepted to leave their houses. She felt alone and abandoned.
<b>Solution and intervention strategies</b>	Her daughter encourages her to participate in the awareness sessions and the trainings. She says, “my life turned 180 degrees, and I started tasting the feeling of independency”. She asked AAP to support her for grapes machine to smash the grapes and use the liquids for different products. She used to use the traditional old tools to produce grapes products, and her income was limited, and she could not sell her products in a proper way.
<b>Results and Impact</b>	She started the production and succeeded to increase her products in shorter time with higher quality and reserved products for the upcoming seasons as long as the demand is high. Her children encouraged her, and she was supported with the machine, thanks to AAP support. Her son helped her to market her products and to transfer her products to the different areas in West Bank. Currently, she stated that her products are well sold in the different areas and some orders were sent to Jordan and she began to gain higher income. She said: “the woman has to be strong and to find her way in life and not to depend on her man”.
<b>Call to action</b>	She is successful and willing to support other women, and she is planning to expand her project. She has different skills and is using them to produce different types of products. She needs AAP to promote and market her products and is willing to support the women through AAP to enlarge her project and bring new women to help her.

<b>TITLE</b>	<b>Case #5</b>
<b>AUTHORED BY</b>	Deem Company for Collective Development services
<b>DATE</b>	16 July 2024
<b>Background</b>	The social context in Hebron H2 area is very stressful and depends on tribal habits and relationships. The patriarchal relationships and the oppression on women are very difficult and deprives the women from their basic rights such as right to self-determination, education, economic rights and health and social services. At the same time, the political situation that is harshly and rapidly limiting the access of the population due to occupation of the different lands, checkpoints and limited movement giving the people limited access through the checkpoints which was increasingly horrible and includes physical violations for those who move during the closure hours. All this limited the women from accessing and managing their resources and services.
<b>Challenges and problem</b>	This woman is very young and staying at home, she is in Tal Armeideh and this area is very hot. Since the beginning of the Israeli Genocide on Gaza strip her area was closed by 4 checkpoints and the people in the area cannot move in the neighborhood as the Israelis locked the areas and limited the time of movement and banned the movement after 7 pm. on some occasions the people are locked for three consequent days forced by the Israeli Military to allow the free movement for the settlers. This woman had nothing to do just to stay at hert house with anxiety, stress and fear.
<b>Solution and intervention strategies</b>	She was invited to participate in AAP activities in her area and she attended. During the activities she received different trainings in food processing and cooking and was involved with the team of Al Somoud Kitchen. She found a place where she felt she belongs to and at the same time she had new colleagues and women to chat and work.
<b>Results and Impact</b>	Before the 7 <sup>th</sup> of October Genocide the woman became well known through the kitchen and received orders and became active receiving income and also used to leave the house, and this made a big difference in her life. After the 7 <sup>th</sup> of October things changed and the demand for the kitchen decreased dramatically due to the economic situation. Since then, the economic situation deteriorated and the women working in the kitchen lost their income sources including our hero.
<b>Call to action</b>	The Kitchen management need to seek alternative tools for marketing their products and find solutions to come over the ongoing closure for the areas.

## 7. Limitations and challenges (difficulties and challenges of the evaluation).

- Reaching out the targeted areas was a big difficulty for the evaluation team. Most of the respondents are located in closed areas by the Israeli Occupation and surrounded with very difficult checkpoints and in some areas even the respondents were not able to leave their areas, nor the project team and the evaluation team were able to reach them. So, most of the evaluation actions were done virtually, thanks to the technology and online services.
- The FGDs were conducted in a difficult situation. The evaluation team were not able to reach the first FGD on time due to checkpoints and traffic jam on the roads due to the checkpoints. So, the AAP team were obliged to merge the two groups in one joint FGD.
- Some of the respondents were not able to respond to the calls and interviews on time due to their family duties and their fear to answer the evaluation team in front of their family members.

The evaluation team were responsive and helpful and provided the utmost support using the ethical approached of interviews and focus group discussions to bring the evaluation to succeed.

**{End of Report}**