

Terms of Reference

Evaluation:

Cash and voucher assistance for Syrian refugees and vulnerable Jordanian families

Project Title: Tailored humanitarian assistance for Syrian refugees living outside camps and for vulnerable Jordanian families (project phase III and IV)

Project Nr.: p140148 / p150096

Project Period: 01.11.14 - 15.02.15 / 1.9.15 - 31.10.16

Field of activity: Humanitarian Aid / Cash and Voucher Assistance

Country: Jordan

Type of Evaluation: Mid-Term Evaluation for p150096

1. Purpose of the Evaluation

The projects under investigation cover a project already finalized (p140148) as well as a project currently under implementation (p150096); this evaluation will thus have three main purposes:

- A. Provide a mid-term evaluation for the project 150096 in order to allow for adaptations of potential shortcomings.
- B. Evaluate the transition from project p140148 to p150096 with a focus on the partial switch from voucher to cash-based assistance.
- C. Provide strategic and operational guidance for the continuation of activities after the end of the current project phase in October 2016.

2. Description of the Intervention

Caritas Switzerland and Caritas Jordan have been implementing tailored assistance projects since 2012, targeting different categories of basic needs (see table below). Although targeted needs and final outputs have remained largely the same, the approach and methodologies have steadily developed from phase to phase, enhancing relevance, efficiency, effectiveness and impact.

The **overall objective** of the projects is to contribute to addressing humanitarian needs of the most vulnerable Syrian refugees living outside camps and the most vulnerable families of hosting communities affected by the Syria crisis in Jordan.

The **specific objectives** of the two project phases were:

- to meet specific needs of at least 2,000 families of the most vulnerable Syrian refugees living outside the camps and the most vulnerable Jordanian families of hosting communities with fresh food, non-food items, shelter and referral to psychosocial and other services (p140148).
- at least 1,000 families of the most vulnerable Syrian refugee families outside camps and Jordanian families of host communities in Irbid, Zarqa Mafraq and Amman governorates will have met their specific needs through tailored assistance (p150096).

Implementing Partner: Caritas Jordan

Project Budget: USD 2,724,826 (p140148: USD 1,155,736 / p150096: USD 1,569,090)

3. Scope and Focus of the Evaluation / Evaluative Questions

The evaluation will focus on the specific project intervention with its defined cause-effect framework, the strategy applied and the achievement obtained within the geographical areas covered. For this evaluation, the target group scope will be in line with the project and thus put on vulnerable Syrian refugees and Jordanian families alike.

A. Mid-term evaluation for the project p150096

Relevance: Are the right things being done? Is the project in line with the needs and priorities of Syrian refugees in Jordan?

- Do the different services provided under this project answer to the most urgent needs of the refugee and local target group? Are the most urgent needs targeted? Are there services that should be added or removed from those already provided to beneficiaries?
- Where the right beneficiaries selected according to the selection criteria (pro poor) and appropriate within the national context? Does the project take into consideration humanitarian global standards and adopt global and/or local best practices, such as assessment forms, referral pathways, etc.?
- Do the services provided under this project take into consideration issues such as gender, age, cultural and religious differences? Are services relevant to the special needs of women and children? Are they relevant for Jordanian beneficiaries?
- Is tailored assistance considered and perceived as the right approach by beneficiaries and the different groups and are their views and priorities incorporated into the project? What's the relevance of the project and Caritas Jordan as humanitarian organization in the context of relief activities in Jordan?
- Do the services provided under this project take into consideration issues such as gender, age, cultural and religious differences?

Effectiveness: Have the planned results been achieved? How effective is the assistance that Caritas Jordan is providing to Syrian refugees and vulnerable Jordanian families?

- How successful is the project in delivering results against stated objectives/indicators (i.e. logframe)?
- How effective and professional are the methods and approaches of the different activities (voucher distributions, cash, shelter component, referrals)? Are there more effective alternatives?
- Is the assistance delivered contributing to improving the living conditions of the selected beneficiaries both Syrians and Jordanians? And to which extent? How well were the activities coordinated within the different UNHCR working groups?
- How effective are project procedures for the various services?
- Are beneficiaries using the vouchers as intended? How do results compare with alternative approaches to achieve the same objective (e.g. other cash assistance approaches than vouchers?). Is tailored assistance considered and perceived as the right approach by

beneficiaries and the different stakeholders and are their views and priorities incorporated into the project?

- How effective is the referral mechanism in place for psychosocial support and other services? Are the persons involved in the project aware of the services available?

Efficiency: Are things done well? Is Caritas Jordan's approach in achieving the outputs of the project been efficient? What are the main challenges in achieving the outputs so far?

- Is the organizational set up and implementation structure for this project now providing efficient services related to the specific project/objectives?
- What factors are facilitating or hampering the implementation? What are the strengths and weaknesses of the planning, design and implementation of the project?
- Is the formulation, implementation and monitoring of the project allowing for an efficient use of resources?
- Is the target group well-chosen and are their needs addressed in an efficient and timely way? Are the selection criteria for beneficiaries systematically applied?
- Is there good information available on project implementation and results? (monitoring and evaluation system)
- How is the cooperation and communication between Caritas Jordan and Caritas Switzerland and other agencies/organizations operating in the same field of intervention?
- Are global and/or local best practices adopted, such as assessment forms, referral pathways, etc.?
- Are the volunteers assessing the needs of beneficiaries and addressing them in a professional and impartial way, equipped with the knowledge of humanitarian standards and criteria?

Impact and Sustainability: What are the effects caused by the project?

- What further impact (indirect, not intended, positive and negative) are caused by the project?
- Which impacts effects went beyond the activities of the project (new synergies, cooperation, etc.)?
- How is the sustainability of the project? Does the assistance provided sustainably improve living conditions of the beneficiaries? What happens with the beneficiaries after the end of the project?
- Is there a relevant opportunity to transition into a more long-term approach, taking into consideration livelihoods in the protracted crisis?

B. Transition from project p140148 to p150096

- Did the adaptations improve the relevance and effectiveness of the project?
- Have the changes improved the project's ability to meet people's needs? If yes, in what way? If no, what are the shortcomings?
- Were the adaptations adequate and appropriate to improve the outcomes? Is the project now better able to deliver results against stated objectives/indicators compared to the previous project phase?
- Has the transition from voucher to cash distribution allowed for higher effectiveness?
- Has the transition had any negative effects on relevance and effectiveness of the project, or on the outcomes?

C. Strategic and operational guidance for the continuation of activities

- What are the factors (internal, external) to take into consideration when deciding how to adapt the project in the future? Which criteria (Input, output) should be at the core for the decision on whether or not to continue the tailored assistance?
- What are the identified advantages and disadvantages of the approach? Is the most relevant and efficient modality being implemented or are there alternative options to explore?

- Is there a relevant opportunity to transition into a more long-term approach, taking into consideration livelihoods in the protracted crisis?
- Are there services that could be added to those already provided to beneficiaries?
- What specific and practical recommendations can be provided to Caritas Jordan and Caritas Switzerland?

4. Evaluation Methods and Process

The methodology will be firstly proposed and exposed by the evaluator(s), and then discussed with and approved by Caritas Jordan and Caritas Switzerland. The external evaluation may include but need not be limited to the following methodological steps:

- Desk study, review of relevant documentation including policy of Jordanian government, national studies, Caritas guidelines, project objectives, proposals and reports
- Review and observation of the project activities
- Visits of Caritas centres
- Possible analysis of the Caritas database to gather quantitative data and information of the assisted beneficiaries
- Focus group interviews with beneficiaries (e.g. children, mothers, fathers, including Jordanians)
- Key informant interviews with:
 - Management of Caritas Jordan and its project staff (emergency team, admin, logistics, volunteers, case worker, experts such as psychologist, nutritionist etc.)
 - Caritas Switzerland (programme manager and delegation on the ground)
 - International representatives of relevant coordination bodies/working groups, possibly one from UN agency and one from INGOs
 - Other stakeholders as deemed necessary

Confidentiality of information – all documents and data collected from interviews will be treated as confidential and used solely to facilitate analysis. Interviewees will not be quoted in the reports without their express permission

Documentation – The evaluator(s) will be provided with all relevant documentation including reports, proposals and previous assessments, in particular:

Project proposal incl. logframe, project agreement, earlier assessments and evaluation reports, regional response plan etc. The evaluator will also be provided with access to key documents in relation to previous phases.

Process

- Before the start of evaluation, there will be a detailed briefing between the commissioner and evaluator to clarify open questions (method, logistic, deliverables).
- The evaluator will be contracted directly by Caritas Switzerland HQ.
- Inception briefing between the commissioner and evaluator shall be held to clarify method, work plan/organisation and structure of the report.
- Caritas Switzerland and Caritas Jordan will provide the evaluator with relevant contacts and provide support for organizing the field visits.
- The evaluator is expected to manage his/her schedule and to make appointments for interviews.
- All the data collected will be analysed by the consultant. Immediately after the field trips/after completion of data analysis, the consultant will make a local debriefing on the findings and recommendations gained through desk review and interviews.
- After the evaluation, the implementing partner (Caritas Jordan) is expected to provide a management response to the results of the evaluation to Caritas Switzerland.

The evaluation is carried out complying with the DAC Quality Standards for Development Evaluation.

5. Schedule / Duration of Assignment and Resources

The evaluation will take place in August/September 2016 in Jordan with field visits to Amman and two out of the three Mafraq, Zarqa and Irbid. The field mission will take 10-12 working days. The final report is expected to be submitted by the end of September 2016.

The overall assignment should be accomplished in maximum 20 working days, including the field visits to the above-mentioned locations. Before starting the evaluation, the consultant(s) shall submit an offer and specify the timetable, methodology and expected input. Caritas Switzerland and Jordan will provide logistical and organisational support for the organisation of the site visits and focus group discussions.

Resources

In the offer, the evaluator is requested to specify all inputs and expenses required for undertaking the review as well as his/her professional fee expectation per day.

7. Evaluation Team / Qualifications

Requirements

- Evaluator with relevant professional and academic background and proven experience in evaluation and monitoring;
- significant familiarity with emergency programmes and solid understanding of standards of humanitarian assistance;
- Profound experience in working with/evaluating market-based systems (cash and voucher);
- experience of the Middle East region, familiarity with the context of Jordan is a plus
- experience working with quantitative and qualitative data collection and very strong analytical and research skills
- excellent oral and written English language, Arabic is a plus

Process

The evaluator shall submit an offer as well as information on credential and specify the timetable and scheduled deliverables to the different activities by 31st July 2016.

For further information on this mandate, applicants may contact Ms. Mandy Zeckra (mzeckra@caritas.ch), Senior Programme Manager Syria Crisis Response, Caritas Switzerland.