



TRANSCULTURAL PSYCHOSOCIAL ORGANIZATION

MONITORING AND EVALUATION POLICY



MONITORING AND EVALUATION AND REPORTING PROCEDURES

INTRODUCTION

TPO has a monitoring and evaluation department at national and provincial level. This department is composed of monitoring and evaluation, database, communication, information management and quality assurance of data and IT. This department reports directly to the country management in connection with the mission, vision, mandate and objectives of TPO.

Follow-up

Monitoring is a continuous systematic review that reassures management on the progress of project / program activities to identify deviations in implementation and helps identify workarounds to achieve the expected results and the expected objectives

Activities, projects and programs are monitored by the following stakeholders:

Monitoring by the monitoring and evaluation department,

Monitoring by the Country Department,

Monitoring by coordinating programs,

Monitoring by the project manager,

Monitoring by field supervisors,

Programmatic monitoring with financial partners and TPO

Monitoring by members of the beneficiary community

Monitoring by country management

It is necessary for TPO that the Country Department deal with the monitoring of the activities carried out. At this level, the monitoring frequency will be quarterly or half-yearly depending on the case.

Monitoring by the monitoring and evaluation officer

Monitoring at this level will be carried out based on the standards and principles included in the monitoring and evaluation plan of the strategic plan, the project / program monitoring plan, the project work plan, the activity monitoring plan, the indicator tracking table.

Monitoring at this level will be carried out after each month of project implementation.

The following parameters will be followed:

Activities to check if all activities are taking place

The work plan to check if the activities are going according to the work plan

Indicators to measure the progress of indicators

The results

Goals

The approaches

Consumption of budget lines

Monitoring is carried out using different standard monitoring tools and others are recommended by donors.

Evaluation

TPO performs the following assessments:

Multi-sectoral needs assessment (MSA)

Multisectoral rapid assessment (MRA)

Sector assessment

Baseline assessment

Mid-term evaluation (Mid-term or Midline)

Final evaluation - (Endline)

Impact or expost evaluation

Annual evaluation

Institutional assessments (organizational diagnosis)

Performance evaluation

Multisectoral needs assessment

On the recommendation of the TPO DRC country directorate, certain assessments will be made to identify emergency, recovery or development needs. This evaluation is carried out by the monitoring and evaluation team in collaboration with community-based organizations partnering with TPO.

NB: This evaluation is carried out on the basis of the combination of tools from clusters and thematic groups (education, protection, nutrition, food security, health, WASH such as MIRA, RRMP / UNIRR tools, standard tools of state services.

In carrying out its MSA TPO proceeds to the following steps:

Tool design

Discussion and validation of data collection tools

Training and recruiting of investigators (some of the investigators are TPO staffs and others are leaders of community-based organizations partners with TPO RDC): in this training, the objectives, expected results, tools, method and techniques of collection data are discussed with the participants for their good understanding in order to collect reliable data in the field.

Deployment of investigators in the field

Collection and verification of data completeness and data quality assurance

Encoding, cleaning and production of the evaluation report

Restitution, discussion and validation of results

These assessments are carried out annually to update the humanitarian situation in the areas of intervention of TPO DRC in order to guide interventions for the following year.

Multisectoral Rapid Assessment (ERM)

This evaluation is carried out on the basis of alerts provided by the CBO facilitators who are partners with TPO, the field staff or other members of the community who have been informed of the occurrence of the crisis.

Two cases are possible during multisectoral rapid assessments (MRA), this is the preliminary diagnosis and the field investigation. For hard to reach areas or areas with difficult access, TPO performs the preliminary diagnosis to collect information from key informants (CI) and the data from this diagnosis can lead to a response if they are reliable and satisfactory. .

For accessible areas, TPO conducts the field survey to collect data. This field survey is carried out through Community Discussion Groups (CDGs), household surveys, review of secondary data and interviews with key informants. The duration of an ERM must not exceed 14 days. In the case of the field survey, the steps to be followed are the same as in the MSA.

Sectoral assessments

Sectoral evaluations are those carried out in a single sector of activity of TPO. They must be carried out by the sector concerned (the staffs of the specific sector) in collaboration with the cluster or working group of said sector in collaboration with the supervisory ministry. It notes in-depth information on standard indicators in relation to a given sector. The steps to follow are the same as for the previous ones. These assessments are coordinated by the manager of the sector concerned. (Ex: food security assessment; nutritional assessment, protection assessment, education assessment, health indicator assessment, conflict situation assessment). In-depth specific tools will be used in these types of assessments, unlike rapid needs assessments, where superficial information is given in all sectors of activity.

Performance evaluations

These evaluations are carried out to measure the capacity, performance, conduct / attitudes of the staff in the execution of their tasks entrusted to them by TPO. These assessments are carried out to assess the staff trial period, the semi-annual and annual staff assessment. This sheet is completed by the staff themselves, who they will discuss with their supervisor either at the end of their trial period, every six months or annually. This makes it possible to capitalize on the skills of the staff or identify their shortcomings in order to provide them with training in accordance with the TPO capacity building plan. So the staff having a score

- less than 50% requires a return or non-renewal of the contract; the one with a score between 50 and 60% requires capacity building and the one with a score of more than 60% are staff who must maintain their position and who must set an example to other staff through their experiences. Staffs with ratings above 70% are staffs to be promoted.
- This evaluation must be carried out every after three months for the staffs during the trial period, 6 months for the staffs during the trial period at a strategic position, after 1 year obligatorily for all the staffs.
- A form is used to assess the agent's performance and includes the following elements:
 - Employee name
 - Position held
 - Date the agent joined the organization
 - Supervisor details (name of supervisor, position of supervisor, start date of staff supervision)
 - Date of assessment
 - Agent Score
 - Score from last year
 - Score for this year (year of assessment)
 - Type of evaluation (trial period, annual evaluation)
 - Guidance note on filling in the form
 - Competency profile
 - Skill
 - Overall assessment score
 - Discussion of the results of the key areas based on the staff skills profile
 - Skill
 - Personal Development Plan Agreement
 - Staff target for next year

- General comment on how staff can improve their efficiency
- Conclusion
- Factors which could have influenced the performance of the staff for this year
- Employee comment on his assessment
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- Signature of the employee and his supervisor on the conclusions of the evaluation (the two staffs must sign on their consent on the conclusions resulting from the evaluation)
- Baseline assessment
- This evaluation is carried out before the progress of each project in order to reassure themselves of the basic value of the project indicators which will be implemented in order to allow decision-makers to measure the added value of the project by referring to the basic value depending on whether identified during the Baseline assessment.
- It was initiated by the monitoring and evaluation department on the recommendation of the Country Director and according to the donor. This evaluation must be carried out by the project staff in collaboration with the partner CBOs under the lead of the project monitoring and evaluation manager and the TPO monitoring and evaluation coordinator. This can be shared with all project staff, country management and the donor. It must be carried out during a period of 14 days for a humanitarian recovery project and 21 to 30 days for a development project. (The canvas see manual TPO monitoring and evaluation)
- Mid-term evaluation (Mid-term or Midline)
- This evaluation is carried out in the middle of the project and allows to measure the progress of the project activities related to the idea of the design. This assessment makes it possible to identify the deviations / difficulties in the implementation and to propose mitigation or circumvention measures and adjustments with the donors if necessary.
- This evaluation is done in a mission of 7 working days apart from the travel days and includes the participation of all the project executors (the project manager, the officers, the supervisors and animators) including the responsible for monitoring and evaluation and one of the members of the project management or steering committee.

The steps to follow are the same as those described in the multisectoral needs assessment.

- Final evaluation (End line)
- An end line evaluation in other words the final evaluation is that which is carried out at the end of the project. It aims to:
 - Appreciate the progress made by the project and on achieving the expected result

Measure the impact of the project on improving the conditions of the beneficiaries in my context of the project planning

Learn lessons learned to guide future planning.

Judge the relevance of the project in relation to the basic situation

It also measures the achievement of results, indicators and objectives of the planned project.

Judge the relevance, effectiveness and efficiency of the project as well as the sustainability strategies of the project achievements and the mitigation measures.

It is carried out by an external consultant recruited by the organization on the advice of the lessor according to the term of reference written by the internal monitoring and evaluation officer of TPO. The external consultant must be guided by the monitoring and evaluation manager by referring to the various monitoring and evaluation mission reports, the mid-term evaluation report if the latter has taken place, planning and other sources of data. necessary for its mission. This consultant must be 100% supported by the lessor. He reports to TPO before reporting to the lessor. A mission of restitution (feedback) of the mission must be organized by the consultant. The outline for the presentation of the mission report is made available to the consultant by the monitoring and evaluation officer of the project concerned by the evaluation or, failing this, the monitoring and evaluation officer of TPO RDC. The external consultant is the recruiter responsible for the investigators who will be paid by TPO or by agreement with the consultant himself who will be in charge of justifying the funds allocated to this mission. A consultancy contract is signed between the lessor and the consultant by associating TPO or either between TPO and the consultant on the advice of the funder.

Impact or expost evaluation

This evaluation is always carried out with the TPO team 1 to 5 years after the completion of the project allows to measure the impact of the project on the improvement of the socio-economic conditions of beneficiaries and the level of ownership of the project by the

beneficiaries. This evaluation aims not only to improve the conditions of the beneficiaries of the project but also to guide other interventions while evaluating the strategies and the approaches made in order to guide if it is still necessary to continue with the same approaches or to replace them outright with others that are considered better for improving the living conditions of beneficiaries.

A model for monitoring the socio-economic reintegration of beneficiaries of TPO projects in the table below:

MONITORING AND EVALUATION PRESENTATION FOR CHILDREN AND YOUNG PEOPLE FROM ARMED FORCES OR GROUPS AND OTHER MARGINALIZED GROUPS OR AT RISK OF MARGINALIZATION

Response to be assessed by the interviewee on a scale of 1 to 5 (mark a cross). The indicators help to assess the level of satisfaction. If the interviewee does not know how to answer, we can help him by proposing this interpretation: 1 = totally disagree; 2 = disagree; 3 = Moderately agree; 4 = okay; 5 = strongly agree

Name of The Beneficiary:

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Age: Gender: Address

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Category: a. ESFGA b. OVC c. Dependent on girls SFGA d. Others

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Type of reintegration: a. Direct economic b. School by the cycle approach b. Others

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✓ The Beneficiary is on defense, distrustful ✓ The Beneficiary does not feel safe ✓ The Beneficiary suffers ✓ The Beneficiary has nightmares ✓ The Beneficiary suffers from enuresis ✓ The Beneficiary lacks will, hope, ✓ The Beneficiary has no project, ✓ The Beneficiary is lazy ✓																									
Questions Positive indicators / negative indicators	OPinion of The Beneficiary					Parents pinion					Opinion of a referent (teacher, CSF leader, RECOPE / CBO)					Opinion member representative of the community					Opinion member representative of the community				
General situation of The Beneficiary	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5					
<i>Positive indicators</i>																									
✓ The Beneficiary was not re-enrolled in an FGA enjoying all of his rights ✓ The Beneficiary is stable: he has stayed in his family and in the community, he does not constantly change activities																									
<i>Negative indicators</i>	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5					

✓ The Beneficiary has no friends, and no activity with other children ✓ The Beneficiary is a victim of discrimination or stigmatization ✓ The Beneficiary is constantly the victim of harassment; people distrust, do not value The Beneficiary, their testimony is negative ✓ The Beneficiary is rejected, does not participate in community activities, remains lonely																								
Socio-economic reintegration	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5		1	2	3	4	5			
✓ The Beneficiary has a professional occupation corresponding to his choice or pursues studies with success ✓ The Beneficiary's occupation is stable (in the medium term) ✓ The Beneficiary works without being exploited ✓ The activity developed is productive. ✓ The Beneficiary generates income and / or makes useful things ✓ The Beneficiary is autonomous, he / she takes care of himself, manages his life project, no longer depends on the support structure ✓ The beneficiary is progressing very well and has hired other young people (has enabled other young people to access employment)																								
<i>Negative indicators</i>	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5		1	2	3	4	5			

[illegible]

Annual evaluation

The annual assessment is carried out at the end of each year through annual reviews to assess the extent to which the indicators, results and objectives of the annual operational plan have been achieved in order to guide planning for the following year. The lessons learned during this year help guide planning for the following year. It is organized by workshops for the annual review of the operational action plan and also makes it possible to measure the level of achievement of the strategic plan. This evaluation is initiated by the monitoring and evaluation department. A term of reference is designed by the monitoring and evaluation officer and sent to the Country Director for amendment and validation / approval in order to organize this workshop which is attended by:

All those responsible for the components,

Project managers,

Operations managers,

Provincial level programs,

Human Resources, Administration and Logistics officers,

Monitoring and Evaluation Officer,

Country Program Coordinator,

Country Finance Coordinators,

Country Director.

At the end of this review workshop, an annual report is produced by the National Monitoring and Evaluation Officer and submitted to the Country Director for appraisal and who will also present it at the meeting of the Board of Directors for validation and reassurance of the progress of the organization. A framework is designed by the monitoring and evaluation team and sent to provincial officials (operations managers and provincial program coordinators) to present the annual results in their provinces. A first review is carried out in each of the provinces and the results of this review will be presented in the organization's annual global review. At the provincial level, the following bodies participate in the provincial review workshop:

Operations manager

Provincial Programs Coordinator

Provincial monitoring and evaluation officer

Project managers

Field officers

Field supervisors

Provincial finance officer

Logistics assistant at provincial level

Responsible for administration and human resources at the provincial level

A representative from the national office (if necessary)

Institutional assessments (organizational diagnosis

REPORT

The reporting scheme of activities is presented as follows:

<i>N o</i>	<i>Reporting level</i>	<i>Tools used</i>	<i>Type of reporting</i>	<i>Whose</i>	<i>What period</i>	<i>Format</i>
	<i>Level of data collection Facilitator / Social worker / Tutor / Case manager / APS / Monitor, and CBO</i>	- <i>Awareness sheet</i> - <i>Beneficiary mapping</i> - <i>Awareness planning sheet</i> - <i>Activity monitoring sheet in AIS</i> - <i>Seed distribution sheet for monitors</i> - <i>Daily activity monitoring sheet</i> - <i>Alert collection sheet</i> - <i>Sheet 1612/1882, Sheet A,</i> - <i>Vulnerability documentation sheet</i> - <i>Tracking sheet for children in FAT</i> - <i>Socioeconomic reintegration monitoring sheet</i> - <i>Beneficiary register and notebook</i> - <i>Professional training monitoring sheet</i> - <i>Etc.</i> - <i>Awareness sheet</i> - <i>Beneficiary mapping</i> - <i>Awareness planning sheet</i> - <i>Activity monitoring sheet in AIS</i> - <i>Seed distribution sheet for monitors</i> - <i>Daily activity monitoring sheet</i> - <i>Alert collection sheet</i> - <i>Sheet 1612/1882, Sheet A,</i>	- <i>Rapport de sensibilisation</i> - <i>Cartographie des acteurs</i> - <i>Planification des séances</i> - <i>Rapport de suivi des activités des EAE</i> - <i>Rapport de distribution</i> - <i>Rapport journaliers des activités</i> -	<i>To the field supervisor with a copy to the officer</i>	<i>Every day</i>	<i>Hard or electronic as required</i>

		- <i>Vulnerability documentation sheet</i> - <i>Tracking sheet for children in FAT</i> - <i>Socioeconomic reintegration monitoring sheet</i> - <i>Beneficiary register and notebook</i> - <i>Professional training monitoring sheet</i> - <i>Etc</i> - <i>Population movements update sheet</i> - <i>Situation report form</i> - <i>Minutes of meetings</i>				
	Compilation level Field supervisor	- Awareness sheet - Beneficiary mapping - Awareness planning sheet - Activity monitoring sheet in AIS - Seed distribution sheet for monitors - Daily activity monitoring sheet - Alert collection sheet - Sheet 1612/1882, Sheet A, - Vulnerability documentation sheet - Tracking sheet for children in FAT - Socioeconomic reintegration monitoring sheet - Beneficiary register and notebook - Professional training monitoring sheet - Etc. - Awareness sheet - Beneficiary mapping - Awareness planning sheet	- Awareness report - Services mapping - CBO mapping - CBO report - Beneficiary mapping - List of all beneficiaries - Weekly activity reports - Weekly activity monitoring report compiled - Sector report - Alert tracking report - Weekly planning - Population movement report	To the officer and the project manager	Every week	Electronic and, if necessary, certain documents can be sent hard at the request of the hierarchy.

		- Activity monitoring sheet in AIS - Seed distribution sheet for monitors - Daily activity monitoring sheet - Alert collection sheet - Sheet 1612/1882, Sheet A, - Vulnerability documentation sheet - Tracking sheet for children in FAT - Socioeconomic reintegration monitoring sheet - Beneficiary register and notebook - Professional training monitoring sheet - Etc - Population movements update sheet - Situation report form - Minutes of meetings	- SITREP report -			
	1st level of analysis and compilation: Project Manager	- Weekly report template - Monthly reporting form for project activities - Template for monthly planning of project activity - Activity tracking form - Activity monitoring report - Performance evaluation sheet - Recommendations follow-up sheet - Activity planning framework	- Weekly report - Monthly project activity report - Final narrative report of project activities - Performance evaluation report - Activity progress report - Minutes of meetings - Recommendations follow-up report -	To program coordinators at the provincial level with a copy to the operations manager, the monitoring and evaluation manager and the Country Program coordination	Each month and if necessary each week at the request of its supervisors	Electronic by E-mail
	3rd level of compilation and analysis Provincial Program Officer	- Provincial activity planning summary sheet - Summary sheet updating the mapping of beneficiaries and services at the provincial level - Whistleblower mapping	- Weekly and monthly planning of activities at the provincial level	Operations manager with copy to Country program	Every month and every week if necessary	Electronic and hard (To be classified in the program section at the

		- Staff performance evaluation sheet at provincial level - Project development monitoring sheet - Provincial and project management meeting report form.	- Mapping of interventions at the provincial level - Monthly report of program activities in the province - Staff performance evaluation report at provincial level	coordinators and National Monitoring and Evaluation Officer		provincial level)
	1st level of consolidation: Provincial monitoring and evaluation	- Daily activity monitoring sheet - Performance indicators monitoring table - Process indicators monitoring matrix - Weekly Assessment and Planning Meeting Report Form - Activity monitoring dashboard - Work plan monitoring sheet - Province-wide project indicator monitoring matrix - Monitoring matrix for strategic plan indicators - Assessment questionnaires (MSA, ERM, Baseline, Midterm, Endline) - Provincial activity planning form. - Project submission tracking framework -	- Daily activity monitoring report - Performance indicators monitoring report - Process indicators monitoring report - Activity monitoring missions report - Minutes of planning meetings and weekly reporting - Project indicators progress report - Monitoring report on the progress of the indicators of the strategic plan - Project submission report	To the operations manager and the National monitoring and evaluation manager	Every month or every week if necessary	Electronic and hard-coded in the provincial level monitoring files
	2nd level of consolidation and strategic analysis: National Monitoring and	- National strategic plan monitoring matrix - Annual operational planning form - PNS indicator collection and analysis sheet - Semi-annual planning follow-up form - Monthly planning form	- National strategic plan monitoring report - Annual operational action plan	To the Country Director	- Every year - Each month -	Electronic and hard format for filing in the program file and for monitoring

	<i>Evaluation Officer and Program Coordination</i>	- Assessment tools - TOR for monitoring missions - Extended management meeting report forms - Expanded management recommendations follow-up form -	- PNS Indicator Analysis Report - Semi-annual planning monitoring report - Monthly planning monitoring report - Assessment report - Mission report - Extended management meeting minutes - Follow-up report on recommendations from extended management			and evaluation
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PROCEDURES FOR MANAGING TPO COMPLAINTS

Following the notion of accountability, including complaint mechanisms, in partnership with its partners, the NGO TPO RDC has developed a number of complaint mechanisms allowing it to make its humanitarian actions more effective, to reach impact expected by rational management of the resources at its disposal.

IV.3.1 Types of mechanisms to be used: Feedback and complaints

Suggestion boxes to put at the entrance of the office of the NGO and also at the level of the grassroots communities, as well as for any other beneficiary of the works of the NGO to report their concerns.

The telephone numbers of the accountability team must be made available to the communities so that they can address their complaints by telephone.

Reports or concerns are analyzed by an accountability team and corrective measures are taken according to the cases mentioned.

The "Quality of Programs." The role of the latter is, among other things, to visit the localities where the projects are carried out in order to ascertain the effectiveness and proper execution of the projects. It is also an opportunity for this team to meet the grassroots communities that are members of the projects and to collect their concerns, complaints and suggestions, which will then be analyzed within the accountability team.

Members of base communities or partners must imperatively receive the follow-up to their complaints within the shortest possible time.

IV.3.2 Levels of implementation of feedback and complaint mechanisms

During the development and execution of projects and programs through its technicians, the NGO TPO RDC informs grassroots communities of their rights to bring any concerns to its attention, not only at the level of projects or programs, but also at the level of the NGO TPO RDC itself as an Organization.

IV.3.3 Nature of complaints received

Complaints received or expected can fall into several areas: selection of beneficiaries, design and execution of the project, financing of activities, harassment and sexual abuse, fraud and embezzlement, complaints without result, etc.

IV.3.4 Involvement of communities in the design of complaint mechanisms

The NGO reassures itself when designing projects and programs that the complaint mechanisms are understood by the communities, as well as the means to be used (suggestion boxes, existence of the quality team and telephone numbers of the team of accountability).

IV.4 CONFLICT OF INTEREST

The NGO TPO RD mentions the conflict of interest when the impartial and objective exercise of the functions of any person in the management and execution of a project or program is compromised because of family, emotional ties, belonging to the same association movement, political or national affinity, economic interest or for any other reason of community of interest with another person.

The potential risks of conflict of interest within the NGO TPO RDC were more noted in the procurement process, as well as in the recruitment process.

With regard to procurement, the NGO TPO RDC has a very clear procurement policy as described in this manual.

The NGO TPO RDC reassures itself whenever these policies are put into practice in order to minimize any risk of conflict of interest.