Measuring and reporting the performance of capacity-building organizations in WASH

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About CAWST

- Centre for Affordable Water and Sanitation Technology
- Capacity-building, non-profit organization in the WASH sector based in Calgary, Canada
- 35 staff
- 793 clients in 68 countries
Why measure and report?

• For growth and **improvement**
• **Accountability** to stakeholders

• Unclear HOW results should be measured and reported
Types of Metrics

- Inputs
- Outputs
- Outcomes
- Impacts
Types of Metrics

- Increased complexity in measuring results
- Less control
Methodology
Objective: Identify the major capacity builders in the WASH sector

Ngai, Tommy Ka Kit, Olivier Mills, Gabrielle French, Romain De Oliveira, Cherubina Lepore, Marie Mattens, Taruvinga Sibanda, Mark Sweet, Anil Graves. (2013). *A global review of capacity building organizations in water sanitation, and hygiene for developing countries*. 36th WEDC International Conference, Nakuru, Kenya
Survey of WASH capacity-building organizations

- Examined 72 networks, identified > 200 organizations
- Subset of 104 organizations that build capacity of other organizations
- Of these, only 39% reported M&E results
Objective: Identify common metrics used by training/education organizations for outcomes and longer-term impacts, and identify best practices.

Assessed 24 organizations
Most common metrics
Key Results

Metrics evaluated based on: relevance, timeliness, logic, effectiveness, and consistency

- Most organizations reported annually (timeliness)
- Lack of consistency from year to year
- Most metrics were relevant
- Most outputs rated high for relevancy and logic
- Most outputs rated low for effectiveness
- Most impact metrics rated low for logic and for effectiveness
“Best Practice”

• Changes to trainee behaviour
• Participant satisfaction
• Online involvement
• Response to past evaluations
• Combine metrics which complement each other, e.g. # of people trained (poor in effectiveness) PLUS trainee satisfaction
Objective: Maximize positive impacts of capacity builders in the WASH sector by designing and trialing an evaluative framework to capture and interpret results.

Kirkpatrick model

- **Level 1**: Reaction
  - Response to the training/consulting support

- **Level 2**: Learning
  - Changes in participants' knowledge, skills, attitudes

- **Level 3**: Behaviour
  - Changes in the participant’s behaviour

- **Level 4**: Results
  - Changes to organization or community
Starting Model

Output: Develop materials and curriculum

Output: Provide training and consulting services

Outcome: Changes to water and sanitation practices

Impact: Community takes action to improve access to clean water and basic sanitation

Less Control, More complex to measure

Can Control, Easy to measure
Assess the cultural context of the community

Develop materials and curriculum

Provide training and consulting services

Changes to water and sanitation practices

Community takes action to improve access to clean water and basic sanitation

What are the most appropriate and effective training materials and methods for this specific community?

Are the materials appropriate?
Assess the cultural context of the community

Develop materials and curriculum

Provide training and consulting services

What are the most appropriate and effective training materials and methods for this specific community?

Changes to water and sanitation practices

Community takes action to improve access to clean water and basic sanitation

Was the training appropriate? *(Reaction)*
Did the technical transfer happen? *(Learning)*
Assess the **readiness** and cultural context of the community

Develop materials and curriculum

What are the most appropriate and effective training materials and methods for this specific community?

Provide training and consulting services

Changes to water and sanitation practices

Community takes action to improve access to clean water and basic sanitation

What is needed to move from paper to practice?

Are there any changes to the trainees’ practices? *(Behaviour)*
Assess the readiness and cultural context of the community

Develop materials and curriculum

What are the most appropriate and effective training materials and methods for this specific community?

Provide training and consulting services

Changes to water and sanitation practices

What is needed to move from paper to practice?

What is needed to create community sustainability?

Is the community taking ownership? *(Results)*

Community takes action to improve access to clean water and basic sanitation

Was the training appropriate?

Did the technical transfer happen?

Are there any changes to the trainees’ practices?

*Reaction*
Assess the readiness and cultural context of the community

Develop materials and curriculum

What are the most appropriate and effective training materials and methods for this specific community?

Provide training and consulting services

Changes to water and sanitation practices

Community takes action to improve access to clean water and basic sanitation

What is needed to move from paper to practice?

What is needed to create community sustainability?

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Did the technical transfer happen?

Was the training appropriate?

(Reaction)

(Learning)

Are there changes to the trainees' practices?

What is needed to move from paper to practice?
Conclusions

- Studies have helped us determine what to measure, and how
- We are learning and improving our services based on results of evaluations
- Presently developing our consulting support services for clients to evaluate capacity-building projects
Thank you
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