



Annual Report

2019

community
WORLD service ASIA
peace
resilience
dignity

 communityworldservice.asia

Annual Report

2019



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2019 in Review

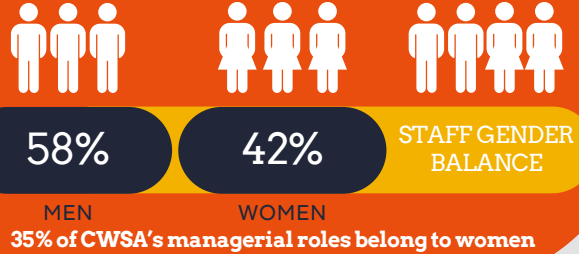
Community World Service Asia (CWSA) is a humanitarian and development organisation, registered in Pakistan, and implementing initiatives throughout Asia. We strongly believe in and advocate for keeping people at the centre of all our initiatives, with our vision being a community that is;



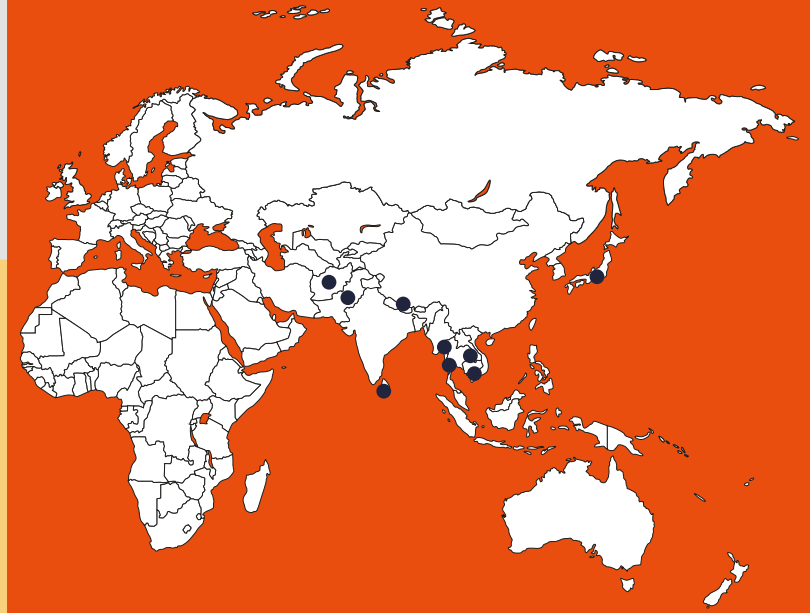
Our Thematic Priorities

- Emergencies
- Climate Action & Risk Reduction
- Education
- Health
- Livelihoods
- Quality & Accountability
- Equality, Inclusion & Participation

By the end of 2019, we reached a total staff capacity of 169 people in 8 locations



In 2019 we reached **7,820,447** people across Asia. Through our various programming, we worked towards accomplishing multiple sustainable development goals in the year:



91 cents on Development and Humanitarian programs

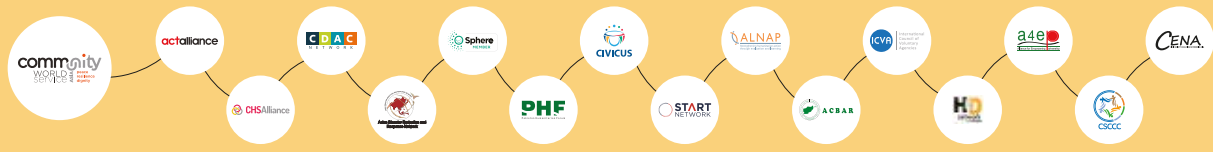
In every \$1 spent in 2019

- CWSA's Education Project was applauded by the local government for its commitment to **improving and increasing education quality in deprived, rural communities of Afghanistan**
- Organisational **Safeguarding Policy and Digital Security Policy** introduced and mainstreamed among all staff tiers
- Introduced the use of **Survey CTO** to design program **progress reviews and learning mechanisms**
- Three of our offices have been made more **Persons with Disability (PWD) friendly and accessible**
- 25 women staff members trained under our internal women leadership program in the last two years to **boost women's leadership confidence and presence and reduce the gender leadership gap**
- A new and improved **Accounting software** introduced and mainstreamed into all of CWSA's financial programming
- Our Regional and Senior Management team has worked in partnership with various networks on regional and global advocacy initiatives and position papers to address the neglect of the many institutional capacities for localization. CWSA is advocating and working to remove barriers facing local groups and to improve coordination mechanisms and move forward in promoting the implementation of Grand Bargain commitments on the ground through existing systems.

9 cents on Administration

- Maintained health and well-being of **298,726** individuals
- Provided **emergency** assistance to over **204,347** conflict and disaster affected people
- Mobilized **3,258** community members in **Climate Action and Risk Reduction** activities
- Engaged with **18,120** decision makers and community members in Pakistan to promote **equality & inclusiveness** and **reduce inequalities** among **7,232,000** most marginalised community members
- Reduced **poverty and hunger** and improved **gender equality** by providing **livelihood and economic opportunities** to over **3,048** rural women
- Worked towards increasing access to **quality education** with **60,257** students, teachers, legislators and community members
- Strengthened capacities of **721** humanitarian and development practitioners on **Quality & Accountability standards**

We became new members of the Alliance for Empowering Partnership (A4EP), the Civil Society Education Network (CENA Asia) and the Civil Society Coalition for Climate Change (CSCCC)! CWSA strongly believes that its mandate is strengthened through its robust network of memberships and alliances.



Climate Action and Risk Reduction



Through Climate Action & Risk Reduction, we are working towards Sustainable Development Goals:



Through Climate Action & Risk Reduction (CA & RR) we reached **3,258** individuals in **2019**



Project Locations



Priority Areas for Climate Action & Risk Reduction

Capacity Enhancement on DRR
Nangarhar and Laghman Provinces, Afghanistan
Umerkot, Sindh, Pakistan



Physical and Economic Resilience
Building of disaster-hit communities
Nangarhar and Laghman Provinces, Afghanistan



Achievements

- **Enhanced understanding and effective use of Hazard measurement** technology in Afghanistan
- **Improved local understanding on DRR and risk communication** through contextualized and localized DRR awareness tools and capacity building
- Ensured **community ownership and community accountability** through systematic engagement through every project phase and consultative meetings
- Development of a **5-year strategic plan (2020 – 2024)** for the ANDMA through consultative meetings with communities and relevant bodies
- Contributing to Sustainable Development Goals (SDG) 11 and 13 by supporting local and disaster vulnerable communities to become **more resilient and prepared to combat climate change and its impact**
- Relevant Government officials equipped with **latest DRR techniques and tools** that is leading to increased disaster resilience among local communities
- **Increased reforestation** in target communities through tree plantation awareness raising and on-ground campaigns
- **Reduced deforestation and pollution** with use of new fuel-efficient stoves
- Climate change impacts slightly reduced and community resilience to disasters improved through **tree conservation in project areas**

What we do:

Community World Service Asia believes in effectively addressing climate change adaptation and disaster risk reduction in the course of achieving the **Sustainable Development Goals (SDGs)** and in line with the **Paris Agreement, Sendai Framework for Disaster Risk Reduction and Agenda for Humanity**.

In 2019, CWSA invested in prevention and preparedness, together with the communities, as a necessary part of all systematic efforts to increase resilience to climate change and disaster risks. Our two main programmatic approaches included integration and mainstreaming of CA & DRR in all relevant thematic areas and organisational policy and management; and direct implementation of disaster risk reduction (DRR) and climate action projects to mitigate the risk and impact of climate change and disasters. Our Climate Change and Risk Management projects are working towards improving the ability of local populations in Pakistan and Afghanistan to mitigate natural disasters and respond effectively to potential emergencies.

Our projects ensure participation of the communities we work with and all relevant stakeholders engaged in actualizing Climate Action and Risk Reduction. In 2019, we were able to support and enhance DRR capacities of a wide group of most vulnerable, hazard prone communities:



935

MEN



1,923

WOMEN



400

CHILDREN



3,258

POPULATION



↑ Key Outputs

2,488

rural community members trained on Community based Disaster Risk Management (CBDRM)



260

school-going children and 64 teachers trained on DRR and risk information sharing and DRR teaching methodologies



77,000

rural community members made aware on flood and landslides risks and its mitigation



12

community based DRR committees formed in 8 rural villages



24

hazard measurement and Community DRR plans developed



49

individuals representing the local community, government bodies, alumni and academia trained on natural risk analysis at the DRR workstation



8

Reverse Osmosis (RO) plants installed to purify contaminated water for vulnerable at-risk communities



1000

fuel efficient stoves constructed by locally trained women in drought affected villages



98

water harvest tanks constructed for drought affected agrarian communities



DDR

Set up a DRR Volunteers Working Station for the local communities to help them with the process of developing technical hazard maps



EVAG¹

inclusive DRR curriculum developed in collaboration with local teachers and communities



ERS

Electric Resistance Survey conducted in 8 target villages to test quality and quantity of ground water



WELL

digging and installation of water pumps, filters, and electric solar panels for drought-hit communities



We tried out something new in 2019!

To combat increasing climate change in Umerkot, Sindh and reduce rapid deforestation levels, we introduced the idea of fuel efficient stoves to the community. This was an unplanned intervention but had a considerable impact on the carbon footprint and the physical and economic resilience of the local drought hit communities. After consultation with the communities, fuel efficient stoves were constructed and the women in the community were specially trained on its use.

Smart Facts about Fuel Efficient Stoves

- Less smoke emissions
- Healthier for cooking
- Environment Friendly
- Supports Tree Conservation
- Safer to use
- Less Resource Wastage

Community Voices



"I saw the flood damage our maize crops and enter our homes with full force. After the DRR training, we had access to hazard maps. We learnt the technical reasons of flooding. I shared my learning with the people in my community and convinced them to remove the sediments from the bed of the canals. In additions, I advised the people to use the sediments on their agricultural lands as they were rich in minerals and fertilizers. We successfully implemented the learning and removed the sediments from the canal. Our lands benefitted from the sediments as well." **Qadir Khan, Nangarhar province**



"As a key official in ANDMA, it is necessary for me to know more about natural disasters, especially the technical causes of natural disasters. The regional DRR trainings provided knowledge on risk management and developing DRR awareness material for better understanding. The new learning allowed risk governance and bring changes in the government disaster management approaches." **Silaab, Afghanistan National Disaster Management Authority (ANDMA) for Nangarhar province**



"I am a member of the DRR Committee set up in our village. In addition to participating in DRR trainings, I have also taken part in trainings on Kitchen Gardening, Climate Smart agriculture, Fuel efficient stove building and use. To respond to any disaster we have developed DRR plans and formed sub-committees under the main DRR committee. Being part of the committee, I feel that women can also play a significant role during and after disasters to reduce risks and sufferings of affected people." **Khandi, Umerkot, Pakistan**



"The utensils turned black when we cooked on traditional stoves using firewood. The fuel stove is a remarkable tool which not only saves time and fuel, but it endows relief in cleaning utensils. Many women in the community are requesting me to construct the fuel efficient stove in their households. We are grateful to be introduced to these remarkable stoves." **Saleemat, Umerkot, Pakistan**

1. The Evacuation Activity Game (EVAG) is an evacuation tool and an awareness raising activity, which enables people to take necessary actions during various disasters.

Education



Through Education, we are working towards Sustainable Development Goals:



Through Education we reached **60,257** individuals in **2019**



Project Locations



Priority Areas for Education

Early Childhood Care and Education
Umerkot, Sindh, Pakistan



Girls Education
Nangarhar, Laghman and Bamyan
Provinces, Afghanistan



Achievements

- **Increase in student enrollment** through improved classroom environment and **use of child-centered teaching** methodologies
- Enhanced all stakeholders' **knowledge on issues of human dignity, child rights, importance of education, social cohesion, good governance and gender equality**
- **Improved self-confidence, presentation and communication skills** among students as a result of civic education summer camps
- **Improvement in Schools' management** and classroom supervision
- Students **learnt hand embroidery, bead weaving, role playing, drawing and painting skills**
- Increased **community participation and ownership** as School Management Committees are involved in all major decisions
- Coordination between line departments, CSOs and NGOs improved and led to an **increase in quality of education** and student enrollment

What we do:

Community World Service Asia is supporting primary academic institutions in collaboration with Government bodies, School Management Committees, Teachers and other stakeholders in promoting sustainable quality education in the region for both boys and girls.

We have expanded our Education portfolio in Pakistan and Afghanistan over the years and in 2019 we continued to support educational opportunities for underserved families to ensure inclusive and equitable quality education, achieve gender equality by closing the literacy gaps between boy and girl students, and empower women and girls.

Our projects ensure participation of the communities we work with and all relevant stakeholders engaged in actualizing our Education target. In 2019, these are the people who worked with us:



579

TEACHERS
49% Men 51% Women



56,953

STUDENTS
97% Girl Students



1,046

PARENT TEACHER COMMITTEE (PTC)
Fathers 465 Mothers 581



25

GOVERNMENT OFFICIALS



4,654

COMMUNITY MEMBERS
28% Women participation



↑ Key Outputs

1299

new students enrolled in 59 schools



56,953

students received access to improved education



40

Teachers coached, mentored and supported to improve teaching skills and learning environment



415

girl students developed fine arts and embroidery skills



59

(66% women; 34 % men) public school teachers trained on pedagogical skills



12

teachers trained on Early Childhood Care and Education (ECCE)



39

teachers trained on specialised subjects including Science and Maths



2,983

(49% women; 51% men) teachers trained on developing a positive learning environment



775

teachers provided with technical support through Technical Assistance Visits



19

teachers and 101 students trained on Civic Education



20

Government officials trained on effective Monitoring and Evaluation (M&E) to mainstream quality education in the region



PTC

members trained on Sexual and Reproductive Health Rights (SRHR) related topics



20

coordination meetings conducted with relevant stakeholders to promote girls' education and improve school learning environment by identifying achievements, gaps and contributions in district schools



216

meetings conducted through Community Development Council² to build linkages between schools and communities to promote girls' education and encourage higher education and improve quality of learning activities



5

Teaching Elements Books published in close coordination with the Provincial Education Directorate including two booklets focusing on Disability and Child Rights



73

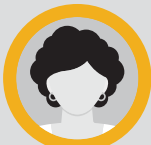
School Volunteer Committees³ (SVCs) established and 59 School Management Committees set up and trained its members on the right to education, child rights & protection, gender equality and inclusion



We tried out something new in 2019!

We focused on **Early Childhood Care and Education (ECCE)** this year. We emphasized on the holistic development of children in all domains; physical, emotional, cognitive, social and language skills, with teachers and supported them with understanding and implementation of ECCE methodologies in classrooms. Teachers were provided with child-centered and child-friendly teaching and learning material and were facilitated with technical support through regular visits.

Community Voices



"We have witnessed a dramatic change in our schooling and teaching environment. The teachers encourage us to participate in sports, events and other academic activities to boost our confidence and become more social with students from other schools. For this reason, I do not miss a day without going to school as I enjoy studying in class." **Humera, Umerkot, Pakistan**



"We have adopted a different attitude towards our students after the trainings. The child-friendly environment created in our classrooms has encouraged students to learn more freely and ask questions frequently without any hesitation. The quality of education has improved immensely as students are more engaged in active learning." **Naheed, Umerkot, Pakistan**



"The Civic Education camp, conducted in February 2019, highlighted my responsibility as a citizen. I learnt my rights as a girl, as a student and as a human being. I now have the urge to share these learnings with all who are not aware of this information. I want to become the voice of the vulnerable students and work to resolve issues faced by students and girls in our society. As member of the Student Volunteer Committee (SVC), I will present the issues to the school management and will work with all members together as a team to resolve the issues" **Shazia, Laghman province, Afghanistan**

1. Students, teachers, parents, village elders & religious bodies
 2. Established through the project to ensure community participation and ownership
 3. The purpose of the committee is to forward the learning from Summer Camp to other school children and act as a bridge between the students and school management.

Emergencies



Through Emergencies, we are working towards Sustainable Development Goals:



Through Emergencies we reached **204,347** individuals in **2019**



Project Locations



What we do:

Through our projects under the Emergencies portfolio, we support disaster-affected communities meet their immediate food, non-food, shelter, health, and WASH needs while simultaneously establishing the basic foundation for resilient, longer-term recovery and development of lives and livelihoods. Community participation throughout the response ensures ownership, increased resilience, and support to the most vulnerable families.

In 2019, we continued to respond to the basic needs of thousands of uprooted, hazard prone and disaster affected communities in the region. We prioritised supporting drought affected communities to recover from climate change impacts and earthquake hit communities through food security, immediate health assistance, monetary support and DRR interventions.

Priority Areas for Emergencies

WASH for Earthquake Response
Mirpur Azad Kashmir

Winterization support for Earthquake Response
Mirpur Azad Kashmir

Emergency Health and WASH Assistance
Umerkot, Sindh, Pakistan

Food Security for Drought Response
Umerkot, Sindh, Pakistan

Cash Assistance for Drought Response
Bamyan, Afghanistan
Umerkot, Sindh, Pakistan

Achievements

- **Psycho-social support** provided to rural, disaster affected communities
- Established **Complaints Response Mechanisms (CRM)** and formed **gender balanced Village Committees** in target villages
- Rehabilitation of 7 Irrigation systems **enabled agrarian communities to access water**
- Introduction of **Soil Conversion Infrastructure protected 40 jeribs¹ of agricultural land** in Pakistan
- 150 women headed households **ensured food security** through provision of chicken/poultry kits
- 1600 drought and conflict affected families **financially secured with cash assistance** through five installments
- **Strengthened relations and trust** with **local government** bodies and all relevant stakeholders through regular coordination
- **Coping Strategy Index** of drought hit target communities **reduced by an average of 27 points²**

Our projects ensure participation of the communities we work with and all relevant stakeholders engaged in actualizing our Emergencies. In 2019, we were able to support a wide group of most vulnerable hazard prone communities:



54,255

MEN



80,473

WOMEN



69,619

CHILDREN



13,458

FAMILIES



418

PERSONS WITH DISABILITIES (PWDS)



635

PREGNANT & LACTATING WOMEN



↑ Key Outputs

5,623

disaster affected families, including 635 pregnant mothers and 13,440 children, ensured with improved access to food and nutritional status³



1,170

Earthquake-affected families improved their hygiene and were given access to safe drinking water



260

most vulnerable, earthquake affected families protected from a harsh winter through provision of winterized shelters



Psycho-social

support provided to rural, disaster affected communities



CRM

Complaint Response Mechanisms established at distribution and access points of targeted villages



75

Coordination meetings with all relevant humanitarian stakeholders and government bodies held to improve response efficiency and accountability to people



29,483

Drought affected families were provided with urgent health and medical services through mobile health units



61,256

families now have access to clean drinking water through rehabilitation of 10 water supply schemes



3,150

families have clean drinking water sources inside their homes through installation of Bio sand filters



💡 We tried out something new in 2019!

As a first in our humanitarian response, a customized food package was designed for highly malnourished pregnant and lactating women (PLW) in our emergency projects in Pakistan and Afghanistan. Evaluations reported an improvement in health of mothers and newborns who received the special packages.

📦 The Package

- Rice
- Milk
- Sugar
- Iodized salt
- Ghee
- Vegetables
- Eggs
- Potatoes
- Tomatoes
- Bananas

🗣️ Community Voices



"The mobile health camp was a very beneficial and productive initiative taken by Community World Service Asia in our village. We reside in remote villages with no direct access to healthcare. We have to travel long distances to avail health treatments. Due to very limited finances, we are unable to pay for medicines and transportation. This initiative provided efficient health services at our door steps, free of cost. I had my four-year son checked-up at the medical camp as I felt he was growing weak day by day. The medical officer at the camp prescribed vitamins and advised him to follow a healthy diet. My son is much healthier now as I made sure he followed the diet plan strictly." **Hami, Umerkot, Pakistan**



"My home was destroyed in the earthquake, leaving my family homeless. It was terrible to see families without shelter. The situation directly impacted our physical and mental health. In this difficult time, the hygiene kits provided by Community World Service Asia were a blessing for us. The hygiene kit provided essential items to maintain personal and domestic hygiene while living in difficult living settings." **Farrah Iftikhar, Umerkot, Pakistan**



"Bio sand filters (Nadi Filters) have been provided to vulnerable drought affected communities in our village. Before we received these, children in most households here used to fall sick very often consuming the contaminated water that came in the taps in their households. The filters installed in our homes have improved the health of families and reduced illnesses significantly. We now have clean drinking water in our homes." **Ityan, Umerkot, Pakistan**

1. The jerib or djerib is a traditional unit of land measurement in the Middle East and southwestern Asia.
2. In Afghanistan
3. In Afghanistan

Health



Through Health, we are working towards Sustainable Development Goals:



Through Health we reached **298,726** individuals in **2019**

Project Locations



Priority Areas for Health

Rural Health Care
Umerkot & Thatta, Sindh, Pakistan



Mother, Child and newborn health (MNCH)
Thatta, Sindh, Pakistan



Mother, Child and newborn health (MNCH)
Laghman, Afghanistan



Emergency Health care for Drought affected communities
Umerkot, Sindh, Pakistan



Achievements

- **Reduced disease outbreak and health risks** among drought-hit communities
- Increased **understanding of child rights, protection and importance of physical well-being** among community members
- **Infant and mother mortality rate at birth reduced** in project areas due to safe and secure newborn deliveries at all health facilities
- **Access to affordable health care** for underprivileged rural communities through increased collaboration with government health authorities
- Improved child and students' health due to **improved health and hygiene conditions of school-going children** in project areas
- Adoption of **increased preventive health care measures** among local communities
- Public and Government Health departments acknowledged and appreciated MNCH staff for **maintenance of quality health care services**
- Improved hygiene conditions and **reduction in polio cases** reported in project communities
- **Increased family planning and improved SRH¹** among women among target communities through collaborative interventions with the Population Welfare Department
- **Community ownership and trust in health services increased** as FGD on MNCH services reported 95% community satisfaction

What we do:

In 2019, we continued to work under the three pillars of primary health care; including preventative care and awareness raising, curative services, and the capacity strengthening of local health structures.

Our health projects contribute to the reduction of maternal and child mortality as we provide quality health care services and work towards reducing the gender gaps in access to these health services. Along with strengthening new partnerships with the government and other national/international development players to help sustain quality healthcare standards in the region, we also provided emergency healthcare services to drought-affected communities in severely disaster impacted rural villages.

Our projects ensure participation of the communities we work with and all relevant stakeholders engaged in actualizing Health interventions. In 2019, we were able to support a wide group of most vulnerable and marginalised communities:



47,378

MEN



164,103

WOMEN



87,245

CHILDREN



298,726

COMMUNITY MEMBERS



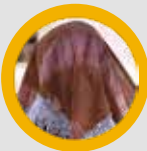
↑ Key Outputs



💡 We tried out something new in 2019!

In 2019, we celebrated World Disability Day with the communities in three districts of rural Sindh. The celebrations engaged local communities, persons with disability (PWDs), members of village Health Committee (VHCs)/Health Management Committee (HMCs) and line department representatives in awareness-raising activities on the rights of PWDs and how to ensure their inclusion and provide them with appropriate care. On the day, hygiene kits and wheel chairs were also distributed among PWDs (ensuring all women, children and men were included in the distribution).

🗣️ Community Voices



"My husband is an unskilled labourer and I have vocational skills on hand embroidery. Together, we both earn a small income which is not enough to provide for a family of seven members. Our household expenses often exceed the monthly income we earn. We reside far from major cities and as a result, have a difficult time accessing quality healthcare when needed. Initially, we travelled to urban areas to avail health care services which was very expensive for us.. The free medical camps organized in Subhani village provided basic health care to unprivileged communities such as ours. Other than conducting general check-ups, the medical team sensitized the community members on personal, domestic and environmental hygiene, nutritious diet, food diversification and importance of breast-feeding through various health sessions." **Champa Bai, Umerkot, Pakistan**



"As a member of the health management committee and a representative of my village, it is my prime responsibility to think about and work to improve social issues within my village and area. I am determined to contribute to the development of my village, so I decided to teach the children on a voluntarily basis to promote education in our area. This all happened with the knowledge and awareness that we obtained from Community World Service Asia and other organizations through meetings, trainings, seminars and workshops." **Ali Sher Member, Sujawal, Pakistan**



"An estimate of 10,000 people reside in the remote village of Nawdomora, having no or limited access to healthcare. The Nawdomora Health Facility under CWSA and PWS&D's health project has brought effective and 24-hour healthcare services to our people. The provision of health sessions on food diversity, breast-feeding and vaccination has been particularly beneficial for women and children of the village. The availability of round the clock women medical staff has made it easy and comfortable for women to consult and avail healthcare services when the need arises." **Haji Asludin, Nangarhar, Afghanistan**

Livelihoods



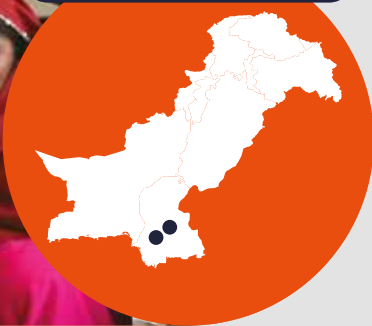
Through Livelihoods, we are working towards Sustainable Development Goals:



Through Livelihoods we reached **4,432** individuals in **2019**



Project Locations



What we do:

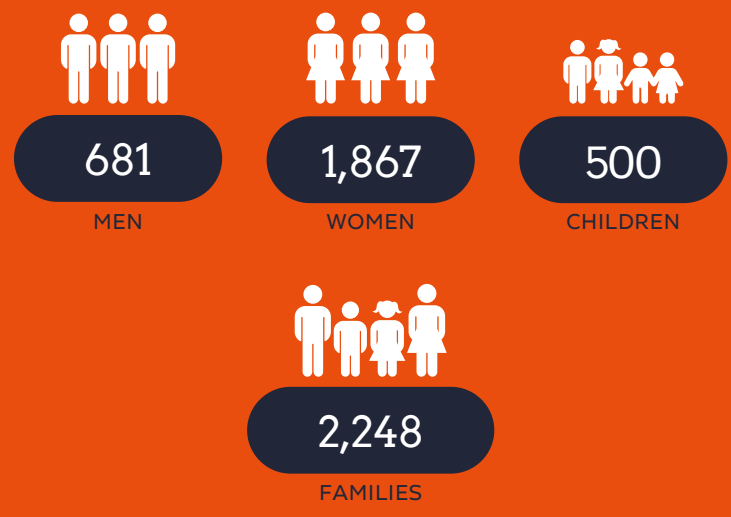
Through our Livelihoods projects we continue our support to local communities for greater access to basic rights to have economic empowerment and enhance livelihoods. By developing the skills of vulnerable communities, especially women, and increasing their earnings, we enable communities to expand their opportunities, become gender inclusive, build security for themselves and their families, and break the cycle of poverty. In 2019, we continued to prioritise working with groups of women in remote areas and disaster affected communities to help them develop and grow small, sustainable businesses and provide local livelihood opportunities at their doorstep.

Priority Areas for Livelihoods

- Enhancing Financial resilience of disaster affected communities
Umerkot, Sindh, Pakistan
- Women Economic Empowerment & Skills Development
Umerkot, Sindh, Pakistan

- ### Achievements
- **Increased sustainable market linkages** between Women Enterprise Groups (WEGs) and urban buyers
 - **Higher income opportunities** for artisans through increased access to urban markets through **marketing and digital presence**
 - Increased financial empowerment of rural artisans has led to an **increase in girls' education**
 - Long-term **food security and environment conservation** ensured through increased sustainable farming practices
 - **Rural women are now influencing or taking household decisions** compared to only 8% before they worked under Taanka¹
 - **Community structures formed under the projects advocate for gender mainstreaming** and tackle gender related issues
 - **Underage marriages and domestic violence against women decreased** in target villages
 - Adoption of kitchen gardening practice in target villages **enhanced diversification in food items** and promoted healthy intake

Our projects ensure participation of the communities we work with and all relevant stakeholders engaged in actualizing Livelihoods. In 2019, we were able to support a diverse group of the most vulnerable rural populations in Sindh, Pakistan:





↑ Key Outputs

200

women artisans earned an annual income of **PKR 3,396,892** (US\$ 21,336)



5

new national brands and fashion designers collaborated with rural women artisans for product development



2,148

community members, of which 77% were women, trained on sustainable agriculture, kitchen gardening and low-cost irrigation methods



42

Women Enterprise Groups (WEGs) were activated and engaged in production of orders for urban and local retailers



Trainings

on improved agricultural methods against drought, kitchen gardening and DRR conducted



275

rural women started planting their own kitchen gardens



490

rural agrarian farmers adopted sustainable farming methods such as kitchen gardening techniques and low-cost irrigation in Sindh



231

rural farmers enhanced their knowledge on crop production sustainability and productivity amid changing climatic conditions through 35 trainings



New

product ranges, namely Home, Lifestyle and Work Essentials introduced and manufactured under Taanka



Women

artisans participated in meetings, seminars, conferences, round-table discussions, exhibitions and international days to voice the challenges faced by women and girls in rural areas and also increase their product sales



We tried out something new in 2019!

The Taanka stalls set up at national, cultural and festive events offered live work stations in 2019. The artisans customised modern and contemporary products with traditional hand embroidered patches on the spot at the stalls as per customers' demands. They customised Caps, T-shirts, traditional winter hats, shawls and bags for walk-in customers within minutes. This was something new and exciting for the artisans and increased sales among customers as well.

Community Voices



"We contribute in our households' income through the orders we work on. This initiative has given confidence to many women in our village. I did not have it in me to talk in the center stage in front of 700 people but today I stand here with full confidence. I want to encourage and promote women talent as we have it in us to become economically strong and build a better future for ourselves and our families. We are grateful to Community World Service Asia for strengthening our capacities and providing opportunities to participate in national events to promote our handicrafts." **Koshliya, Umerkot, Pakistan**



"I feel motivated to work on new designs every day because the wages I earn through Taanka orders are fair. I learn new designs every day through the orders we receive from urban clients. The work is entirely different from what we did growing up. Designs are diverse, the fabric type is very thin, and there are different kinds and colors of threads and needles. In the past we have worked only on cotton fabric with Pasham thread, but through Taanka, I had the opportunity of embroidering designs on pure silk fabric and Organza too." **Kamla, Umerkot, Pakistan**



"My garden offers wholesome vegetables and fruits not only to my family, but also to other families in my neighborhood with whom I share the surplus of what we need for our daily intake. I grow a variety of vegetables and fruits, including ladyfingers, cluster beans, watermelon, guavas, eggplants, coriander and lemon. My garden is a source of food for all of us and a source of pride for me. There is no better feeling than knowing that I can sustain and provide for my family in the long-run." **Soni Ramji, Umerkot, Pakistan**

1. Social enterprise textile and fashion brand created for women artisans working under our Livelihood program

Quality & Accountability



Through Quality and Accountability, we are working towards Sustainable Development Goals:



Through Quality and Accountability (Q&A) we reached **721** participants in **2019**



Project Locations



Priority Areas for Quality & Accountability

Capacity Enhancement of CSOs
All over Pakistan



Strengthening Humanitarian Action
Asia



Achievements

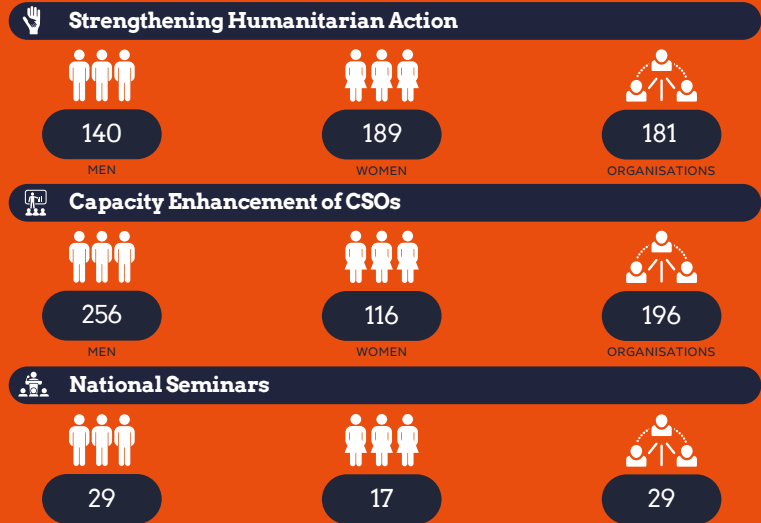
- **Strengthened capacities** of frontline humanitarian workers, relevant government authorities, and academia on updated Q&A standards in Pakistan
- Improved **internal mainstreaming of Q&A** through in-house orientations on the **Core Humanitarian Competency Framework**
- Enhanced national organisations capacities on the **use and application** of the relevance and distribution of the **Sphere Handbook 2018**
- Enhanced **networking and information-sharing among NGOs and CSOs** in Pakistan through multi-sectoral training in the country
- Improved **technical competencies of national humanitarian and development workers for organisational growth and accountability to the people they serve**
- Enhanced local **organisational capacities towards strengthening their managerial structures, systems, procedures and ensuring inclusion of PWDS**
- **Our newly launched regional and national level Women Leadership development trainings** worked towards **creating women-positive workplaces** that honour diversity and inclusion and **help activate women aid practitioners' unique purpose, values, skills, strengths, and talents**

What we do:

Community World Service Asia is committed to strengthening humanitarian action and sustainable development by supporting Civil Society Organisations (CSOs), Academia and Government bodies to improve their systems, practices and policies in order to meet the needs of affected populations in more effective and accountable ways. We try to equip humanitarian and development practitioners with knowledge, skills, and capacities aimed at improving organisational performance and service delivery while promoting approaches that empower the communities, they work with so that they can continue to strive for their basic rights.

We facilitate processes that enable stakeholders in the Asia region to share their learnings and practices that feed into global debates, ensuring that community voices are heard and prioritized. In 2019, we continued to partner with global and regional Q&A initiatives to build on experiences and learnings of practitioners at regional, national and local levels.

In 2019, we enhanced the capacities and skills of humanitarian and development professionals working with 377 organisations in the region. Here is the breakdown:



↑ Key Outputs

13

capacity enhancement trainings and one national seminar conducted and organised for local CSOs in Pakistan



200

organisations participated in consultative events and received trainings on humanitarian quality and accountability standards under our Q&A program in 2019



PCM

Project Cycle Management Booklet has been translated in Arabic by International Organization for Migration (IOM)



Facilitated

and organised a regional Training of Trainers (ToT) on "Enhancing Collective Quality and Accountability to Affected Population", and regional trainings on "Complaint Response Mechanism" and "Advancing Women in Leadership" in Asia



3

New partnerships established with 3 leading academic institutions in Pakistan on capacity enhancement of CSOs, academia, youth participation on quality humanitarian and development action



120

National and international organisations in Pakistan introduced to the new Sphere Handbook 2018



469

humanitarian workers trained on global Quality & Accountability standards in Asia



Collaborated

with UNOCHA, ICVA, Sphere, CHS Alliance, ACT Alliance, ACT Church of Sweden and ADRRN's Q&A Hub on a regional panel discussion and round table event on "Accountability to the Communities: a need for a boost" and launching of the updated booklet on Q&A for Project Cycle Management in Bangkok which was participated by 180 aid workers representing the region



💡 We tried out something new in 2019!

We started linking social mobilisation techniques and practices to advocacy and awareness campaigns run under our Capacity Enhancement of CSOs project. This resulted in a strong collaboration on key advocacy initiatives between communities and district and provincial office representatives which helped address critical, grass-root level issues in the target areas. The use of social media, particularly, Twitter, as a key tool for advocacy among youth and targeted civil society community was also something newly adopted and led to a successful and effective awareness-raising campaign.

🗣️ Community Voices



"As a theater performer, I was part of the training on Interactive Theater for Influencing, in July 2019. The training delivered technical knowledge and skills on influencing communities to bring about progress in the society. Our skills of script-writing, communications and character-building were further enhanced in the seven-day residential training. We met with other theater groups from Peshawar, Sindh and Islamabad. All the groups had different interactive skills to perform as we all engage with different kinds of audiences. When we acted with other theater performers, we learnt deliver strong facial expressions as that also plays a key part in communicating the right kind of message and not just the dialogues. This joint exercise helped us improve our acting skills and performance for us to have an even stronger impact in the communities we perform." **Imam Uddin Soomro is an active member of the Pakistan Kissan Mazdoor Tehreek (PKMT)**



"I was privileged to be part of the training on Quality & Accountability for affected people. It has given me an opportunity to understand how best I can promote and support a holistic approach when it comes to accountability to the affected population in coordination with other agencies and stakeholders and put the affected people in the center of an emergency response. I will now be able to work closely, internally within my organisation and with other stakeholders to understand what accountability to affected population really means and how we can come together to effectively achieve the goals of serving the population according to their needs and without breaching accountability." **Nanteza Branda, International Organization for Migration and participant of Training of Trainers on Enhancing Collective Quality & Accountability to Affected Populations (Q&AAP)**



"It is essential for every aid worker to know the Sphere Minimum Standards and how to implement them during emergencies. It supports in program design, implementation, monitoring and evaluation of the humanitarian response. The training on the Sphere Handbook 2018 was very productive and our staff gained advanced knowledge about Sphere Minimum Standards. We are now more capable to implement emergency response by following minimum standards mentioned in the revised handbook and are equipped with modified skills to design urban disaster response plans in future." **Shahzada, Program Manager, HelpAge International & participant of training new edition of the Sphere Handbook 2018**

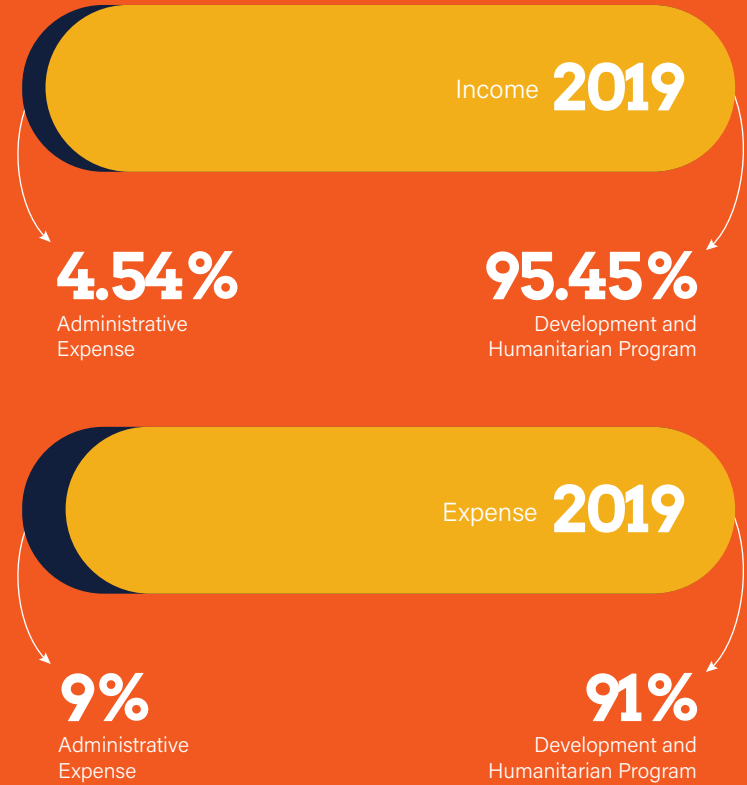
Support Units



Key Achievements in 2019

- Designed and developed an **Annual Report, 12 monthly bulletins, 3 internal gazettes and visibility material for 26 trainings and events**
- Produced **9 videos and documentaries**, designed **5 infographics** and developed **40 case stories to promote visibility and ensure fundraising** for implementing programs
- The Finance Team successfully **completed 4 external quarterly reviews, 9 program audits** and reports and the **annual organisational audit** within given timelines
- Enhanced capacities** of project and field teams on **story collection, basic video interviewing and photography**
- Organisational Gender Balance improved** as 61 new women recruits were hired, raising the women staff percentage to **42%**¹
- A new and improved **Accounting software** introduced and mainstreamed into all of CWSA's financial programming
- Staff capacity and knowledge enhanced** on various skills, technical areas and policies through **8 internal trainings and 123 orientation sessions**
- 14 Training evaluations** completed and reported upon and **7 internal and 1 external monitoring assessment** conducted
- Organisational **commitment to diversity was strengthened** by introducing a Diversity Policy, a more enabling environment was promoted through awareness sessions and trainings with staff in all office and field locations
- Introduced the use of **Survey CTO** to design **program progress reviews and learning mechanisms**
- 11 new administrative policies** developed and revised to **ensure efficient use of resources, staff data protection, staff safety** and to effectively meet partner requirements
- Digital Security Policy introduced and Organisation's **Server and website security enhanced** to **prevent increasing digital safety risks** such as hacking attacks, data stealing and file corruption
- Constructed wheelchair ramps in three of our location offices to make **work spaces more PWD² friendly and accessible**
- Updated CWSA's procurement manual and process in lieu with the **latest procurement techniques and criteria set by donor agencies**
- CWSA developed and rolled out a comprehensive **Safeguarding Policy** to enhance **accountability** towards the communities we work for and with
- Program implementation and the organisation's operational quality improved** and became more effective with the development and mainstreaming of a **Theory of Change** document, **Monitoring and Evaluation Plans** and an **Indicator Tracking table** for all projects

Financial Income & Expenses in 2019



1. Compared to 39% last year
2. People with Disabilities

Key Partners & Supporters in 2019

Our deepest gratitude to the Partners and Supporters of our projects in Asia

Climate Action & Risk Reduction



Education



Emergencies



Health



Livelihoods



Quality and Accountability



Community Voices



"The travel and medical expenses were unaffordable for us because of which we rarely went to avail health treatments or seek medical check-ups even when we would fall sick. We would mostly treat ourselves with local remedies, which were not very effective. However, when the Maternal Neonatal Child Health Center (MNCH) was set up in our village in 2012, one of our troubles lessened. Health care finally became accessible to poor people like us. It brought a bit of ease in our life. This health centre is only a few minutes' walk from our home which makes it very practical for us to access and we don't have to worry about the expenses either."

Haleema, 55-year-old mother to six children, Ranta village, Sujawal district of Sindh in Pakistan



"Being pregnant has always been an expensive affair for us. With my health often deteriorating during pregnancies, we always ended up spending large sums of money at private clinics. Following my neighbour's advice, I visited the Badiulabad health facility in for a check-up. After a detailed check-up by the medical officer at the center and after running some prescribed tests, I found out I was expecting my fourth child. I was calm as the health staff at the MNCH assisted me during the day of my delivery. I was at the hospital on time and did as I was told. The staff at the centre undertook all hygiene and cleanliness measures during preparation of and in the process of my delivery. I am a very happy mother now."

Murzia, 24-year-old mother of three, Agha Qilla village, near Badiulabad, Afghanistan



"I was fortunately selected as a participant for Cash for Food under the emergency relief project. With the cash, I purchased food items for my family, such as flour, beans, nuts, fruits, sugar and cooking oil. I was able to provide my children a variety of healthy and nutritious food through the cash. Moreover, I was able to pay-off some of my debt I took from relatives for potato cultivation."

Ghulaam Rasul, a 52-year-old father of six children and an agrarian farmer, Khoshk Daraha village, Afghanistan



"With no rain and the continuing dry spell for two years, we had no fodder or water to feed our cattle. They had become like skeletons and we eventually lost them to malnutrition. The food package provided under the emergency food assistance project came as a blessing to us. We are coming out of difficult times and not only get to eat three meals a day but are also able to save for later. In the past, we not only worried about our own meals but also for that of the cattle. My daughter-in-law will cultivate the millet seeds provided under the project. If it rains, we will be self-reliant for our food needs. I have faith in God, he will do better for us."

Mai Kenkoo, a 70-year-old elderly grandmother to four young children, Umerkot, Pakistan



"I was hesitant to attend any trainings because of the usual behavior that is seen and experienced by most people towards disabled people. But the team treated me with respect and gave me an equal opportunity to participate in each activity with others. After a long time, I felt I was treated as a normal person and not as someone with a disability. I was given equal opportunities to participate, learn and grow. This motivated me to attend more teachers' trainings and apply the learnings in my classes at school because managing a room full of young children can be delightful, but it can also be hard and can drain a lot of your energy. We were trained on facilitating overall child development rather than academic readiness or cognitive development alone. We were familiarized with different methods and teaching techniques to pay equal attention to developing life-skills of students and offering fun-based exploratory learning activities to children during their formative years."

Nazar Mohammad, a grade three teacher, Umerkot, Pakistan



"My key takeaway from the Training of Trainers on Enhancing Collective Quality & Accountability to Affected Populations (Q&AAP) is prioritizing people-centered approach in all our interventions. The Core Humanitarian Standards provide effective and constructive guidelines to adopt this approach and put the community or affected populations in the centre of every response we conduct."

Aivon Guanco, World Vision International, a participant at the Training of Trainers on Enhancing Collective Quality & Accountability to Affected Populations (Q&AAP) conducted during the Q&A Week 2019 in Bangkok



"When Community World Service Asia announced the "Essentials of Social Mobilization" training, I immediately showed interest in attending the workshop as I was eager to learn modified and effective processes of social mobilization. The training enhanced our understanding of social mobilization as an approach. We learnt the key elements and the true role of a social mobilizer. Basic communications skills, ethics and tools were provided for successful mobilization processes. Moreover, the training taught us how to manage community expectations and keep them engaged through the project life cycle."

Hira Gul, Community Mobilization Officer, LASOONA, Malakand District, Khyber Pakhtunkhwa



"Being part of the Advancing Women Leadership course highlighted three key aspects of Leadership. Firstly, to have a clear vision to achieve goals effectively. Secondly, it is essential for a leader to be able to communicate and negotiate with acquainted people and community to make informed decisions. And lastly, a leader should be able to lead ideas & decisions in action with his team."

Aagya Pokharel, The Lutheran World Federation, Nepal, participant at the Advancing Women Leadership Training held during the Q&A Week 2019 in Bangkok



"I got familiar with the social challenges such as Job Quota faced by marginalized communities from their perspective during the exposure visit to Sire-Ghat in Hyderabad in February 2019. Such visits become an opportunity of peace-building and interaction with communities who are facing challenges on ground. We advocated these learning and build awareness among the students of University of Sindh, Jamshoro on our return through seminars and peer activities. This kind of learning would not have been possible in classes."

Mahmood Alam, a student at the University of Sindh, Jamshoro and Member of youth group from Jamshoro, Sindh



"My mother narrated the challenges she faced with her early marriage. I am also aware of other issues that are widely prevalent in our society. Many of the men beat up their wives and treat them poorly. There are also many cases of boys, under the age of 18 years, being forcibly wed off. I feel proud to be part of the theatre group and to have taken the trainings, and feel a sense of goodwill and satisfaction about the work I do to sensitize local communities about the existing harmful, cultural norms. Though theater performances, I advocate for equal treatment of girls and boys."

Marwat, a 16-year-old resident of Umerkot and a member of a local theater group

Partners and Associations 2019

ACT Alliance	Core Humanitarian Standards (CHS) Alliance	Participatory Village Development Program (PVDP)
Act for Peace-Australia	Danish International Development Agency (DANIDA)	People's Disaster Risk Reduction Network (PDRRN)
ALNAP	Ecumenical Institute of Colombo	Population, Refugees and Migration, US Department of State
Accountability Learning and Working Group (ALWG)	Embassy of Denmark, Pakistan	Presbyterian World Service & Development (PWS&D)
Afghan National Disaster Management Authority (ANDMA)	Embassy of Germany, Pakistan	Punjab Lok Sujaag
Afghanistan Directorate of Returnees and Refugees	Global Affairs Canada	Punjab University, Lahore
Afghanistan Ministry of Economy (MOE)	Human Rights Commission of Pakistan (HRCP)	Royal Netherlands Embassy in Pakistan
Afghanistan Ministry of Public Health (MOPH)	Indus Consortium	Rural Empowerment and Institutional Development (REPID)
Afghanistan Ministry of Agriculture, Irrigation and Livestock (MAIL)	Interactive Resource Center (IRC)	Shaheed Zulfikar Ali Bhutto Institute of Science and Technology (SZABIST)
Agency Coordinating Body for Afghan Relief & Development	International Council of Voluntary Agencies	Sphere
AmeriCares	International NGO Safety Organization Afghanistan (INSO)	Start Network
Asian Disaster Reduction and Response Network (ADRRN)	Indus Valley School of Art and Architecture	Swedish International Development Agency (SIDA)
Association for Protection of Refugee Women and Children (HAMI)	Irish Aid	Tearfund
Australian NGO Cooperation Program (ANCP), Department of Foreign Affairs and Trade (DFAT)	Japan International Cooperation Agency (JICA)	The SEEP Network
Bread for the World	Japan Platform	Transformation and Reflection for Rural Development (TRD)
British High Commission, Islamabad	Korea NGO Council for Overseas Development Cooperation (KCOC)	UK Department for International Development (DFID)
Canadian Foodgrains Bank (CFGB)	Lutheran World Relief (LWR)	United Methodist Committee on Relief (UMCOR)
Department of Foreign Affairs, Trade and Development (DFATD)	Kabul University	United Mission of Nepal (UMN)
Directorate-General for European Civil Protection and Humanitarian Aid Operations (DG-ECHO)	Ministry of Education, Afghanistan	United Nations Department of Safety and Security
Disaster Forum Bangladesh	Ministry of Foreign Affairs-Japan	United Nations Development Programme (UNDP)
Centre for Culture and Development (CKU)	National Humanitarian Network (NHN)	United Nations High Commissioner for Refugees (UNHCR)
Christian Aid	Network for Empowered Aid Response (NEAR)	United Nations Office for the Coordination of Humanitarian Affairs (UN OCHA)
Christian Study Centre (CSC)	Netherlands Ministry of Foreign Affairs	University of Agriculture, Faisalabad
CASA	Norwegian Church Aid (NCA)	University of Central Punjab
Church of Scotland	NPO/RRAA	University of Sindh, Jamshoro
Church of Sweden	Pakistan National Disaster Management Authority (NDMA)	University of Peshawar
CIVICUS: World Alliance for Citizen Participation	Pakistan Economic Affairs Division (EAD)	Y Care International
COMSATS University	FATA Disaster Management Authority (FDMA)	
Commissionerate Afghan Refugees (CAR)	Pakistan Humanitarian Forum	
	Pakistan Provincial Disaster Management Authorities (KPK and Sindh)	



Certifications

