


ANNUAL REPORT 2020

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WORLD service ASIA peace
resilience
dignity

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Community World Service Asia 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;



Interdependent



Equal



Peaceful



Resilient



Just and fair

2020 IN REVIEW

Our Thematic Priorities:



Emergencies



Livelihoods



Climate Action & Risk Reduction



Quality & Accountability



Education



Equality, Inclusion & Participation



Health

By the end of **2020**, we reached a total staff capacity of **139** people in **10** locations



MEN
54%



WOMEN
46%



STAFF GENDER
BALANCE

50% of CWSA's managerial roles belong to women

In **2020** we reached **3,171,044*** people across Asia. Through our various programming, including **COVID-19** response, we worked towards accomplishing multiple sustainable development goals in the year:



Maintained health and well-being of **295,610** individuals



Mobilised **21,779** community members in Climate Action and Disaster Risk Reduction activities



Reduced sudden poverty by supporting **54,074 COVID-19** affected people with immediate food security, cash and health assistance



Reduced poverty and hunger and improved gender equality by providing livelihood and economic opportunities to over **8,305** rural women



Strengthened capacities of **2,559** humanitarian and development practitioners on Quality & Accountability standards



Engaged with decision makers and community members in Pakistan to promote equality & inclusiveness and reduce inequalities among **2,681,799** marginalised populations



Worked towards increasing access to quality education of **24,976** underprivileged children by working with teachers, parents, legislators and community members



Provided emergency assistance to over **81,922** conflict and disaster affected people

In every \$ 1 spent in 2020, we spent:

Development and Humanitarian programs

92 cents

Administration

8 cents



Launched a first of its kind **"NGO Help Facility"** to support local NGOs in Pakistan in understanding regulatory governance processes and procedure



Initiated **6 projects** focusing on providing immediate assistance to COVID-19 affected communities in the region



Supported the establishment and operations of a **Child Protection Unit** focusing on addressing cases of **child marriages and child labour** in district Umerkot



Introduced and launched **Community-Based Schools (CBS)** to increase access to education for children residing in remote villages



Organisational **Carbon footprint decreased** as we introduced an **Environmental Policy**



CWSA is now on twitter – follow us @communitywsasia

Community World Service Asia's representation on key structures within its networks and alliances in 2020:



Vice-Chair on the CHS Alliance Governing Board



Representing on ICVA's Global Advisory Committee on Shrinking Humanitarian Space



Representing on the CHS Alliance Steering Committee Member



Assembly Member and Representing on the Steering Committee



Serving on the Sphere's Strategic Planning Committee



Board Member & International Convener



Co-chairs on 3 of ACT Alliance's Reference Groups:

1. Gender Justice
2. Migration and Displacement
3. Quality & Accountability

- Representing on the ACT Alliance Governing Board
- Representing on the Shrinking Humanitarian Space Working Group

* These include all indirect participants of all our programs

RESPONDING TO THE COVID-19 PANDEMIC

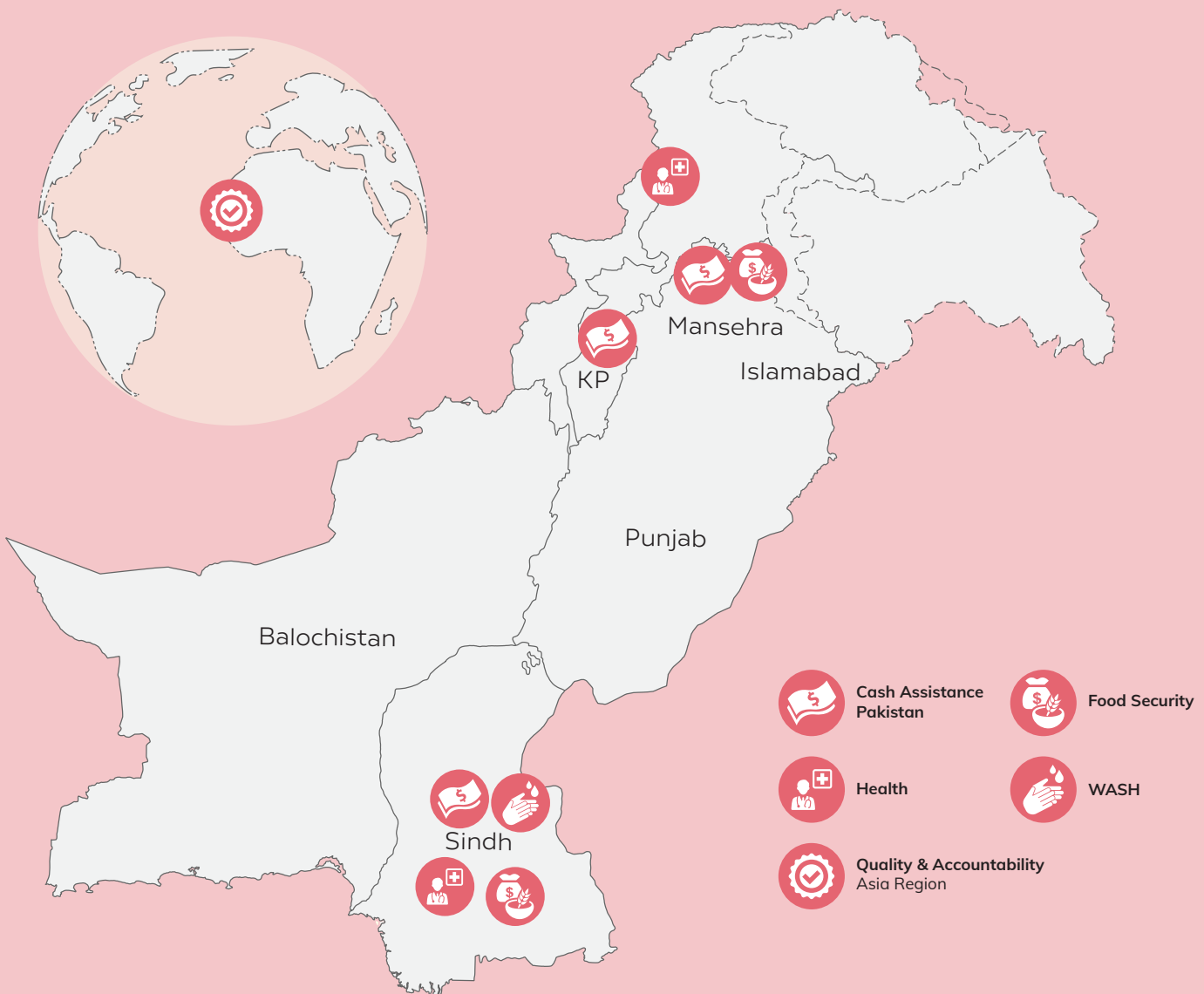
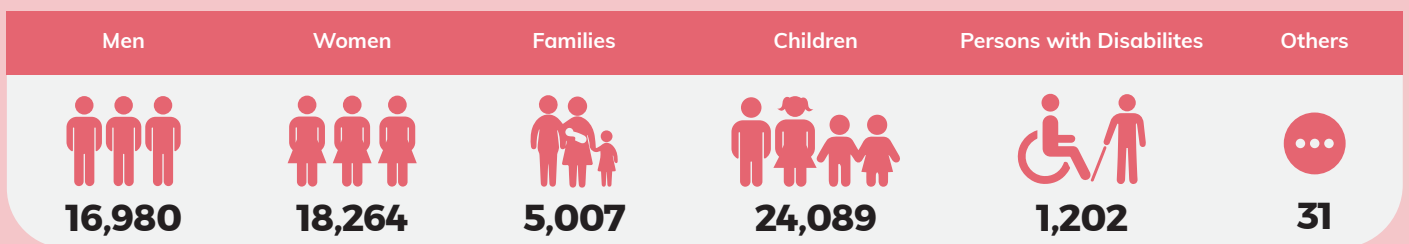
Through our COVID-19 Response projects in **2020**, we were able to reach **54,074** people:

Focus Areas

- Cash Assistance
- Food Security
- Quality & Accountability
- Health
- WASH

What we do:

Community World Service Asia provided life-saving assistance for prevention and response to vulnerable, COVID-19 affected communities across targeted areas in the region, concurrently building resilience of organisations, institutions, communities and families.





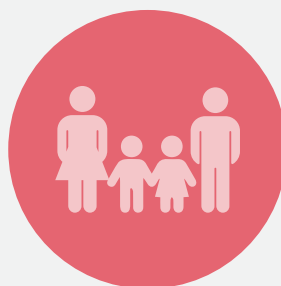
Priority Groups



Temporarily Displaced People



Refugees



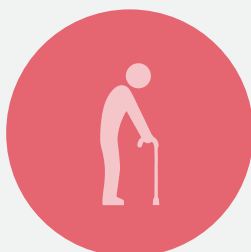
Women & Women-Headed Households



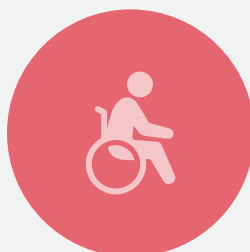
Low-Wage Daily Labourers unemployed due to COVID-19



Health Workers



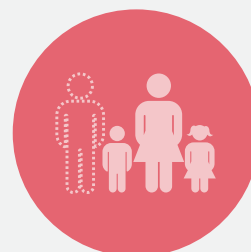
Elderly



Persons with disabilities (PWDs)



Students Living in Remote Areas



Widows

Key Outputs



3,398 most vulnerable Covid-19 affected families provided cash assistance



Prevented sudden extreme poverty and ensured Food Security of affected families through cash support



433 Awareness raising sessions on COVID-19 and Health Education sessions conducted with over **13,000** community members in **58** rural villages



350 Personal Protective Equipment (PPE) gear distributed among health workers at government hospitals in targeted areas. And 50 PPE gear provided to Peshawar University KPK, in Pakistan



Isolation Centres established to ensure social distancing of suspected and COVID-19 positive patients in 16 villages in Pakistan



250 School kits distributed to children living in 5 major urban slums of Islamabad. Each kit included covid-19 awareness material & safety masks



WASH facilities improved to reduce COVID-19 spread and ensure preventive SOPs at **40** targeted schools. **All students, teachers and parents** engaged in these schools were sensitized on COVID-19 awareness and its safety protocols through trainings and provision of IEC material



7,754 community members, **primarily women and women-headed households**, sensitized on gender implications of COVID-19 and best preventive and mitigation practices through awareness sessions



Increased community resilience against COVID-19 in target areas and **reduced gender-based violence risks** through joint awareness sessions with all community groups on the virus and its manifold implications on women and girls



Promoted **Quality & Accountability** in COVID-19 Response through **17** webinars. This strengthened the capacity and skills of **2,559** humanitarian practitioners representing **1,010** organisations from around the world

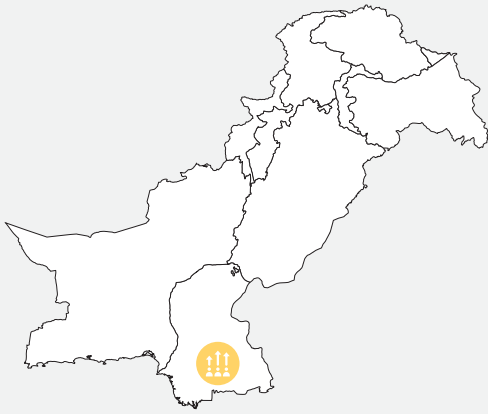


Through Climate Action & Risk Reduction, we are working towards **Sustainable Development Goals (SDGs)**



Through Climate Action and Risk Reduction (CA&RR) we reached **21,779** people in **2020**

Priority Areas for Climate Action & Risk Reduction



Physical and Economic Resilience building of disaster-hit communities







Capacity Enhancement on Risk Reduction against Droughts

What we do:

In 2020, Community World Service Asia (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 such as droughts, floods, locust attacks and water scarcity. Our two main programmatic approaches included integration and mainstreaming of Climate Action and Disaster Risk Reduction (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 CA&RR projects are working towards improving the ability of local populations in the region 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 2020, we were able to support and enhance DRR capacities of a wide group of most vulnerable, hazard prone communities:

Men	Women	Families	Total Population
 10,009	 11,770	 3,704	 21,779

Achievements:

- **Improved understanding of local communities on DRR and risk communication** through contextualised and localised DRR awareness tools and capacity building
- **Enhanced local capacities on development of technical hazard map** and assessment methodologies through specialised trainings
- **Increased disaster resilience** among local communities through **development of technical experts' pool** who are trained in identifying and addressing potential risks
- **Increased bilateral coordination** among communities, government officials and other relevant stakeholders to **increase local population's capacity to reduce risks** against recurrent disasters and emergencies
- **Increased resilience and understanding on DRR** among **teachers and students** in five districts
- **Relevant Government officials equipped with latest DRR techniques and tools** which is increasing disaster resilience among local communities
- Local communities in Sindh now have **access to clean drinking water** and are more **protected against water borne diseases**



Adapting to the COVID-19 pandemic in 2020!



To ensure that we continue serving at-risk communities located in remote areas of the region, we started remote management and implementation of our Climate Action and Risk Reduction projects. We had to change all our usual working modalities and switch to virtual management, communication, coordination, monitoring and complaints response. CWSA tried this for the first time but we were able to successfully implement most project activities and frequently communicated with communities, seeking their inputs at every step, despite the operational challenges. Village committees were given the lead to conduct awareness raising sessions on COVID-19. The project team of CWSA conducted online sessions with the members of village committees, which were further replicated by trained members in the communities. The members provided feedback and updates after conducting the sessions in the target communities. This initiative encouraged community involvement and empowered individuals in the communities to bring positive change in their areas. An increased sense of ownership of the project was witnessed and made the communities resilient and less dependent. With the rise of COVID-19 cases in the country, isolation centres were identified and established to contain the spread of the virus as part of the DRR plans.

Key Outputs



8 RO plants¹, with solarized panels, installed in drought affected villages



65 community members from different villages/communities trained on DRR



98 water harvesting tanks constructed for kitchen garden



13 community based DRR committees formed in Nangarhar and Laghman province



8 hazard measurement and Community DRR plans in Pakistan are developed



248 DRR awareness messages broadcasted via a mass awareness campaign, using TV and Radio, reaching over 2500 individuals



14 Coordination meetings conducted with relevant stakeholders for direct implementation of disaster risk reduction (DRR) and climate action projects



22 FDGs and 14 Key Informant Interviews (KII) conducted under the Impact Assessment Survey to gauge the impact of the project aiming to enhance community DRR capacity against floods and landslides



2000 project participants sensitised on COVID-19 through 48 online sessions conducted with DRR committees, who further shared the learning with communities at a household level



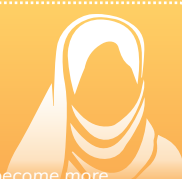
134 members, including 52% women, of Disaster Risk Reduction (DRR) committees trained on Community Based Disaster Risk Management (CBDRM)



8 community members and government officials trained on improved technical hazard map development and assessment methodologies using QGIS²

Community Voices

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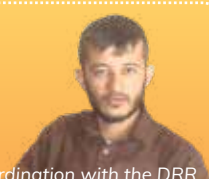


Our communities have become more resilient and safe from the disasters we often faced such as floods, earthquakes, and other disasters. The DRR trainings helped us understand the disasters and how to reduce its extent of destruction in affected areas. However, there are still many remote areas and individuals who are unaware of the precautionary measures that can be taken to minimise the damage these disasters cause when they strike communities.

Brishna Jan

”

“



The continuous coordination with the DRR teams of Community World Service Asia allowed smooth and efficient implementation of the project. The project addressed the disaster risks the communities face in their areas and supported them with being resilient against these disasters by understanding their nature, impact and possible mitigation steps to be able to better co-exist in a disaster-prone environment. The students, teachers and community members are now more equipped with advance knowledge of DRR and of how to minimise these disasters risks and be better prepared with risk reduction mechanisms.

Mohammad Sharif Haleem

”

“



We travelled many miles daily in the scorching sun or in the chilling winter to fetch water to use in the day and would sometimes take a second trip if the water was all used up. The water we brought was not drinkable but we used it for drinking as we did not have clean water anywhere in our area. The RO plant installed in our village has been a huge blessing. We now have clean drinking water within five minutes walking distance. Collecting water is no more a hassle and we do not have to walk long distance to collect unclean water. The water is clean and our livestock has benefitted from this as well.

Seeta Ratan

”

1. A reverse osmosis plant is a manufacturing plant where the process of reverse osmosis takes place. Reverse osmosis is a common process to purify or desalinate contaminated water by forcing water through a membrane.
2. QGIS (until 2013 known as Quantum GIS) is a free and open-source cross-platform desktop geographic information system (GIS) application that supports viewing, editing, and analysis of geospatial data.

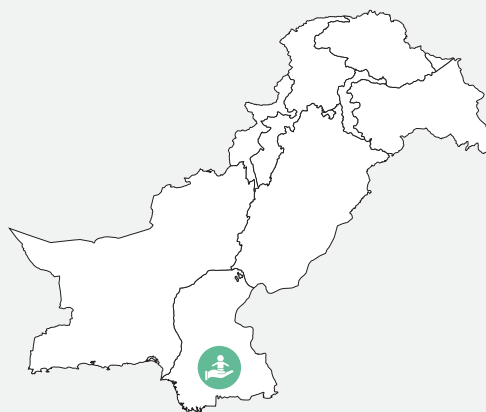


Through Education, we are working towards **Sustainable Development Goals (SDGs)**



Through Education, we reached **58,091** people in **2020**

Priority Areas for Education



Girls Education



Early Childhood Care and Education

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 over the years and in 2020 we continued to support educational opportunities for underserved families, despite the many challenges faced in the operational context due to COVID-19. We worked towards ensuring inclusive and equitable quality education by increasing access to education for children in remote communities and achieving gender equality by closing the literacy gaps between boy and girl students.

Our projects ensure participation of the communities we work with and all relevant stakeholders engaged in actualizing our Education target. In 2020, these are the people who worked with us:

Teachers: 864

Students: 24,976

PTC¹ Members: 1,046

Government Officials

Community Members: 4,456



47%
Men



53%
Women



92%
Girl Students



322 **204**
Men Women



25



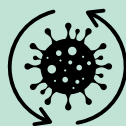
51%
Women Participation

Achievements:

- Teachers have started applying **interactive, students-centered and child-friendly** approaches in their classrooms
- Increase in student enrollment** through use of child-centered teaching methodologies and promotion of education at community level
- Increased knowledge on issues of **human dignity, social cohesion, good governance, child rights and gender equality** among students, teachers, parents, village elders and religious bodies in the region
- Girls Education Project acknowledged and appreciated for its provision and improvement of education in the area by the provincial government
- Access to education via Community-Based Schools (CBS)** for children residing in remote villages with no access to schools
- Increased community engagement and ownership** of education interventions as various people-centred committees, at different levels, formed to **bridge the gap** between students, schools and their communities
- Increased **community resilience against the pandemic** through developing early awareness on protection against COVID-19 among teachers, students and parents
- Improved hygiene and safety of schools and children** due to strict implementation of safety measures and COVID-19 Standard Operating Procedures (SOPs)
- Reduced harmful gender norms and injustices** due to awareness raising among parents and communities

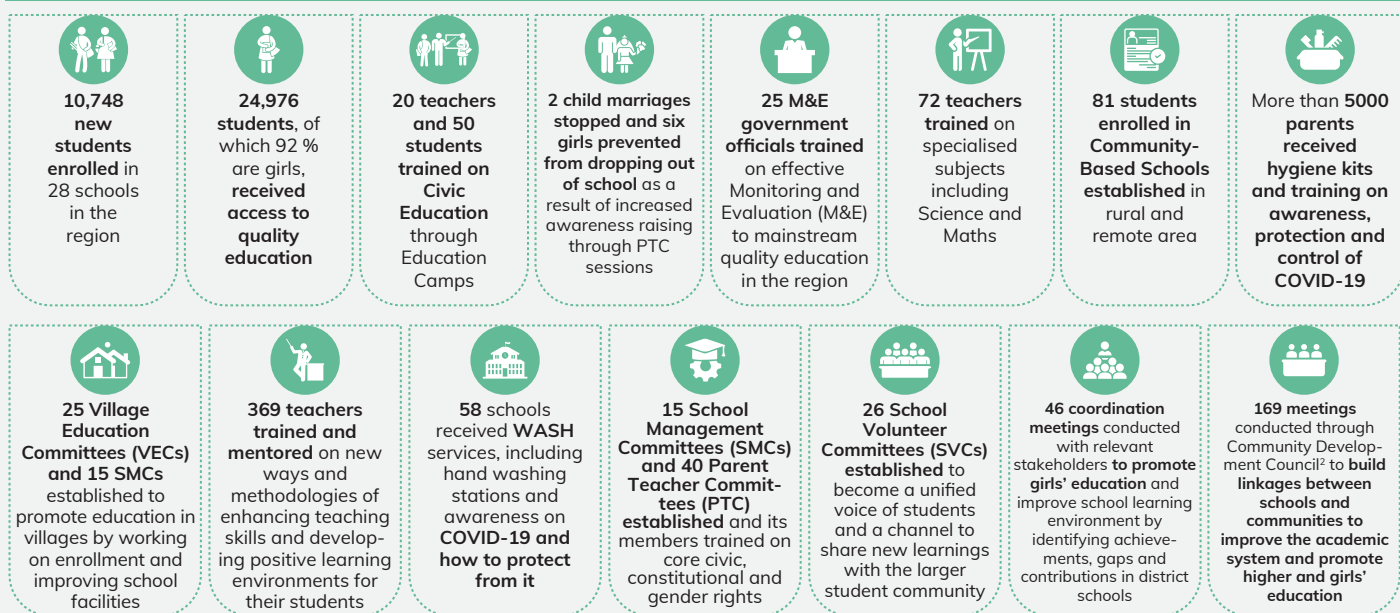


Adapting to the COVID-19 pandemic in 2020!



CWSA teams planned and held coordination meetings with Education Departments at provincial and national levels to develop effective COVID-19 SOPs for schools and to integrate it in their education policy. Meetings with Village Education Committees, Community District Councils, Parent Teacher Committees, village leaders and religious bodies were also conducted to encourage parents in local rural communities to send their children back to school as effective SOPs were put in place. All our participating schools were facilitated with basic hygiene products and wash stations, and were supported with the development of a comprehensive module on COVID-19 SOPs and IEC material for awareness purposes. Our continued coordination and awareness raising among communities lead to 82% of the children rejoining their schools in the first two months after the COVID-19 imposed lockdown was lifted.

Key Outputs



Community Voices

“



I love going to school, learning new things and meeting my friends there. I enjoy reading aloud and revise my classwork every day after returning from school. My favorite subject is Mathematics. I would not have been able to attend school if this Community-Based School did not exist. One day, after completing my studies, I will become a traffic police and guide people in the right direction.

Khadija, a 5-year-old student of Grade 1 of a Community-Based school (CBS)

”

“



I have shared the knowledge about prevention of COVID with my school management committee members and families in my neighbourhood. Parents were familiarised with the importance of keeping children at home and its relevance in reducing vulnerabilities. Children are more vulnerable to the deadly virus. After the awareness sessions on COVID-19 conducted by the education team, I see more empty streets and, no child playing outside. We need to continue sharing these learnings to avoid the transmission of the virus.

Shamim Aara, Head Teacher

”

“



There was no school in our village. The closest school was located 5 kms away from our home. We did not feel safe allowing our children, especially our daughters, to travel that long a distance alone and by foot to attend school. The establishment of Community-Based Schools (CBS) have brought education closer to home. My daughter, Farishta, joined Grade 1 at CBS this year. She enjoys going to school every day and comes back home very happy, sharing something new with all of us everyday.

Rahimullah, Parent of a student at a Community-Based School

”

1. Parent Teacher Committee
2. Established through the project to ensure community participation and ownership

EMERGENCIES

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.

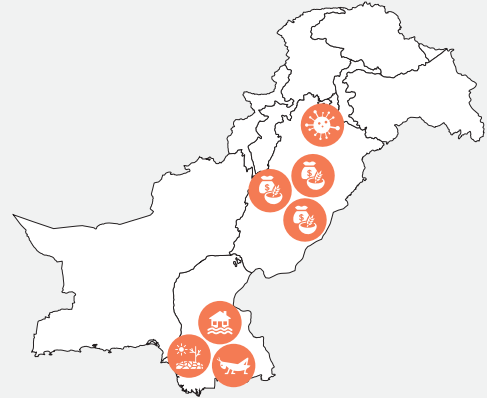
In 2020, the communities we serve faced a multitude of disasters all in the wake of the COVID-19 pandemic as a constant backdrop, adding to the crises. We continued to meet the essential needs of thousands of uprooted, hazard prone, and disaster-affected communities in the region. We prioritised food security, emergency cash assistance, immediate livelihood support and increasing local DRR capacities to ensure effective recovery while responding to the needs of the most disadvantaged communities in the region.

Through Emergencies, we are working towards Sustainable Development Goals (SDGs)



Through Emergencies, we reached **81,922** people in **2020**

Priority Areas for Emergencies



Our projects ensure participation of the communities we work with and all relevant stakeholders engaged in actualizing our Emergencies targets. In 2020, we were able to support a wide group of most vulnerable hazard prone communities:

Men	Women	Children	Families	Persons with Disabilities	Women-Headed Households	Men-Headed Households
17,622	17,334	33,192	10,082	1,475	516	1,701

Achievements:

- **Strengthened relations** and trust with local government bodies and all relevant stakeholders through regular coordination
- **Disasters and COVID-19 affected families** were enabled to purchase **household food through cash vouchers**
- **Improved food consumption and nutritional status of disaster affected communities** as 93% of participants spent cash on food items
- **Locust affected communities** were given ownership and enabled to earn a livelihood through **Cash for Work** activities like tilling and ploughing
- Coping Strategy Index of project participants reduced by an average of **2 points among drought response project** participants
- **Increased resilience of drought affected and farming communities** through awareness raising, specific skill building and inclusion of cross-cutting disaster risk reduction activities
- **Increased resilience of local health workers** and communities against **COVID-19** through provision of **protective gear, hygiene products and awareness raising**
- **Agrarian communities' livelihood** preserved through installation of soil conservation infrastructure to protect agricultural lands
- **Increased economic and social empowerment of women** through provision of poultry as a sustainable income source
- **Dignity of affected families fully upheld** by ensuring consistent community participation and engagement of community structures



Adapting to the COVID-19 pandemic in 2020!

In order to ensure protection against the COVID-19 virus, restrict movement and follow imposed SOPs, the primary modality of most of our emergencies project was changed from direct, in-kind distribution to cash support through mobile cash transfers. We also changed our communication channel for community awareness raising sessions to virtual sessions conducted remotely via mobile and electronic applications such as WhatsApp and Zoom. Our strategy was to train members of Village and Health Management Committees through thorough virtual sessions that would enable them to share the same learning with their larger communities through physically distanced face to face sessions.

Key Outputs



150 women belonging to food-insecure areas supported with poultry provision as a livelihood source



9,253 disaster affected-families provided cash assistance



350 PPE kits distributed to health workers responding to the COVID-19 pandemic in local government hospitals



16,193 hectares of agricultural land was tilled to destroy locust egg pods



1,600 farmer families were supported with tilling and ploughing processes to make their land cultivable



58,508 liters of pesticides donated to the National Disaster Management Authority in Pakistan to eradicate locust infestation in all affected provinces



5,000 farming community members were trained through **282** training sessions on pest and crop management to reduce their risks against future infestations and disasters



1,000 locust affected farmers provided agriculture inputs for their next cropping season

Community Voices

“



These locust attacks have been the final blow. We see it as a huge disaster directly impacting our livelihood and have ultimately left us in a severely food insecure situation. Our standing crops were badly damaged and the eggs being laid by the locust were also threatening our future yields. CWSA has supported us with a new kind of response to these locusts. We had never heard of or seen the methods they applied to get rid of the infestation. With their help, we were able to clear our fields from the locust eggs soon and were also able to plough our fields for the next cultivation. We have found the process as one of the best mitigation measures against the locust swarm.

Nasiban, a farmer

”

“



Our financial conditions were already quite unstable due to the COVID-19 pandemic affecting our livelihoods when the floods hit us in the same year. The floods washed away all our belongings and left our house in shambles. We were left without savings and had no choice but to ask other for help or borrow money. Luckily, we were selected by CWSA in an Emergency response project, thus receiving cash assistance of PKR 12,000 per month for a period of three months. The assistance ensured that we were financially secure and did not have to resort to extreme actions to survive. We were able to purchase and cook for our families who can now eat a decent meal.

Nathu

”

“



During the poultry training, we got to learn how to handle chickens, how to build chicken coops, feed chickens and ensure personal and environmental hygiene to prevent our communities and families from getting sick. My chicken farm produced 500 eggs in April and May. I kept 150 for household consumption in order to diversify food value and sold 350 eggs to the local market. I used the money to buy food, clothes and notebooks for my children. It is a comfort to know that now we have a flow of income to handle household expenditures. With little work in the field, I will invest more time in running a poultry farm to boost productivity and raise earnings.

Basira, a poultry farmer

”

HEALTH

What we do:

In 2020, while we continued to work under the three foundations of primary health care, which include preventive care and awareness raising, curative programmes, and capacity building of local health structures, we integrated awareness on and prevention and safety from COVID-19 as a key intervention in all our Health projects.

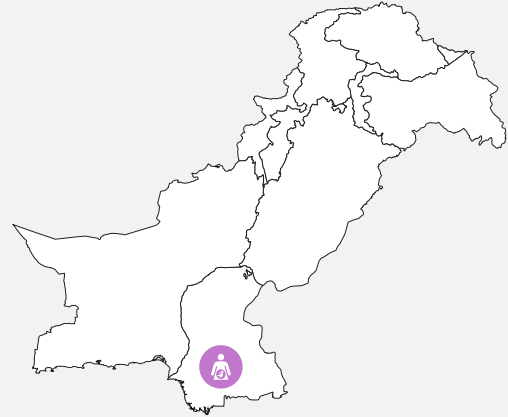
Our health projects contribute to the reduction of maternal and child mortality as we provide quality health care services and work towards reducing the gender gaps in access to these health services. Along with strengthening partnerships with the government and local communities, and enhancing local capacity to help sustain quality healthcare standards in the region, we also coordinated with relevant stakeholders to raise awareness on COVID-19 and its prevention among rural and conflict affected communities.

Through Health, we are working towards **Sustainable Development Goals (SDGs)**







Through Health, we reached **295,610** people in **2020**

Priority Areas for Health



Maternal, Newborn and Child Health (MNCH)

Our projects ensure participation of the communities we work with and all relevant stakeholders engaged in actualizing Health interventions. In 2020, we were able to support a wide group of most vulnerable and marginalised communities:

Men	Women	Children	Community Members
			
14,338	40,049	11,223	91,595

Achievements:

- Remote communities have **increased access to basic healthcare** through free **medical camps**
- 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 **SRH¹ awareness** among women which lead to safe and secure newborn deliveries
- Underprivileged rural communities have **access to affordable healthcare** through increased collaboration with government health authorities
- Improved child and students' health due to **better health and hygiene conditions** of school-going children in project areas
- Adoption of **increased preventive health care** measures among local communities through **increased engagement and capacity enhancement of members** representing community lead structures²
- Applauded by the Government for **provision and maintenance of quality MNCH services**
- **Increased family planning and improved SRH** among women of target communities through collaborative interventions with the government and other civil society partners
- **Reduced cases of child-marriages** in target communities due to awareness raising on **GBV³ and harmful norms**
- Limited cases of COVID-19 reported due to **timely preventive and awareness raising interventions** with target communities


















Adapting to the COVID-19 pandemic in 2020!



Since many of our physical awareness-raising activities with the local communities were restricted due to the COVID-19 imposed lockdown in the region in 2020, we had to improvise and ensure the continuity of our support to the communities we serve. To do that and to integrate mitigation against COVID-19 as a key element of our health projects, we introduced and conducted virtual health sessions with community-based structures including Steering Committees, Village Committees and Health Management Committees. Members of these committees were encouraged to replicate the same sessions and share learnings with their wider community to ensure mass awareness raising against COVID-19. We also developed narrative and pictorial IEC material on COVID-19 safety and prevention and SOPs, and shared it with rural communities and schools using WhatsApp and other e-applications.

Key Outputs

 <p>6 Health Facilities Established and each equipped with delivery rooms</p>	 <p>17,738 individuals examined and treated through OPD</p>	 <p>2,370 ANC and PNC given medical assistance at all our health centers</p>	 <p>137 Emergency and Non-Emergency obstetric cases referred to larger medical centers</p>	 <p>3530 children and 1207 mothers checked, treated and referred for malnutrition</p>	 <p>152 babies safely delivered and 5,109 men and women took family planning sessions at MNCH centers</p>	 <p>6 free medical camps set up in Umerkot facilitating 364 people</p>	 <p>552 adolescents made aware on issues and impact of child marriages</p>
 <p>955 women of Child Bearing Age vaccinated for Tetanus</p>	 <p>19,359 rural community members increased health awareness including on SRH, child rights and protection – with 60% participation of women, 22% of men, and 18% of young girls and boys</p>	 <p>102 community members (45 % women) trained on leadership and management skills</p>	 <p>172 awareness sessions on preventive measures against COVID-19 and SoPs conducted with staff and communities</p>	 <p>13 Health & Hygiene clubs with the participation of community children formed to promote a healthy school environment and increase children's awareness on improved hygiene practices</p>	 <p>Over 230,000 people made aware on HIV and AIDs through a local radio campaign and focused community level sessions</p>	 <p>275 Persons with Disabilities supported with the provision of Hygiene Kits and Wheel Chairs in Pakistan</p>	

Community Voices

“



The establishment of the labour room and the provision of free medicines, testing kits and other laboratory equipment has enabled the hospital here to provide efficient and quality healthcare to community members residing in remote areas of Umerkot. Most of the people here have limited or no access to any kind of healthcare service. The support that we got from CWSA's health teams during the COVID-19 pandemic in terms of information-sharing and giving referrals to bigger hospital has been crucial to the wellbeing of the communities here.

Mohammad Yaqoub Nohri, Health Management committee member

”

“



The Lady Health Worker advised me to get my one-year old daughter, vaccinated from the health facility set up near our village. I did not know that vaccinating my daughter will keep her safe from various diseases such as Tuberculosis, Measles, polio, pertussis and hepatitis. Two months later, there was an outbreak of measles in our locality and more than twenty-five children, under the age of five years, were infected. The vaccine my daughter received protected her from being infected and ill. She did not catch the disease and remained healthy. We feel relieved that we have such good health care here that is free of cost.

Taj Bibi, mother of three children

”

“



I belong to a remote village in Umerkot. As a member of the Village Health Committee we are engaged in organising Committee meeting, maintaining meeting records, building health awareness and referring people to the health facility when needed. In 2020, it was vital to raise awareness about the coronavirus to encourage people towards adopting precautionary measures and prevent the spread of the deadly virus. I was trained remotely by the health team through mobile phone videos and audio sessions, through which my knowledge and understanding of COVID-19 was enhanced. After taking the virtual training, I started conducting my own health awareness sessions for my community members on effective hand washing, the use of hand sanitizers, use of safety gear and the maintenance of social distancing. I have conducted a total of 23 sessions which were attended by 162 men, 367 women and 202 children and so far no case of COVID-19 has been reported here.

Mena, Village Health Committee member

”

1. Sexual and Reproductive Health

2. Such as Village Health Committees and Health Management Committees, which have been formed as part of the projects to ensure community participation and ownership

3. Gender-based Violence

LIVELIHOODS

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.

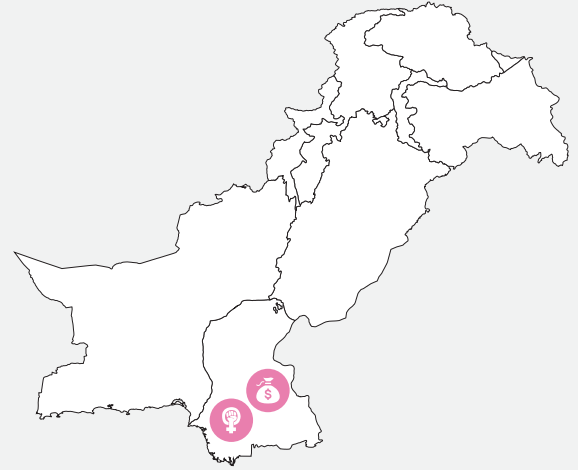
In 2020, we continued to prioritise working with groups of women in remote areas and disaster affected communities to help them develop and grow small, sustainable businesses, strengthen market linkages, preserve their agrarian livelihood and provide local livelihood opportunities at their doorstep.

Through Livelihoods, we are working towards Sustainable Development Goals (SDGs)



Through Livelihoods, we reached **8,305** people in **2020**

Priority Areas for Livelihoods



Women Economic Empowerment & Skills Development



Enhancing Financial resilience of disaster affected communities

Our projects ensure participation of the communities we work with and all relevant stakeholders engaged in actualizing Livelihoods. In 2020, we were able to support a diverse group of the most vulnerable rural populations in Sindh, Pakistan:

Men	Women	Children	Families	Women-Headed Households
1,005	1,894	700	2,559	994

Achievements:

- **Strengthened learning of rural women artisans on quality assurance**, enterprise development and gender laws
- Higher **income opportunities** for rural artisans through **increased access to urban markets** of Sales Marketing Agents (SMAs) based in villages and launch of new product ranges under Taanka¹
- **Women artisans in target areas are now more socially and economically empowered** since they have been sustaining a livelihood for many years consistently and contributing actively to household expenditure and key decision-making
- **Leadership, communication skills and confidence** of rural women in the area increased as reflected in their spirited participation in local and national meetings, seminars and consultations
- **Enhanced long-term food security and environment conservation** through increased sustainable farming practices
- **Underage marriages and domestic violence against women decreased** in target villages
- **Improved nutrition and food diversity** among rural households due to adoption of innovative kitchen gardening practices



Adapting to the COVID-19 pandemic in 2020!



Livelihood opportunities in Umerkot were widely affected due to the nation-wide lockdown imposed during the first spell of the COVID-19 in Pakistan. Income-bearers of most families in the area were left unemployed, many returned from urban centres on unpaid leaves. Meeting regular household expenses became a struggle for most families. During this time, rural women artisans played a significant role in continuing to earn a livelihood for their families and meeting household needs while working from home or their village vocational centres. To do this however, these women artisans were first introduced to using new communication technology such as Whatsapp and mobile phones which enabled them to market their work, coordinate with buyers and the design unit and continue to receive and respond to more orders while the nation was under lockdown. This has encouraged artisans to adopt and become comfortable with new and more technologically advanced methods of communicating, coordinating and sustaining their businesses.

Key Outputs



660 women artisans and 57 WEGs², earned a total income of PKR 2,180,000 (US\$ 13,969) through handicrafts production for local and urban markets



815 rural women trained in fuel efficient stove technology through 36 trainings



10 national brands and designers partnered with Taanka artisans for product development and retail



15 training sessions on GBV³ and 5 awareness-raising video screening events conducted for women artisans and communities to sensitise them on the adverse impacts and consequences of child marriages



53 messages of influential government and police officials broadcasted through radio for mass level awareness on child marriages in Sindh



1,160 families' household income increased through the women economic empowerment project



959 community members, of which 62% were women, trained on sustainable agriculture, kitchen gardening and low-cost irrigation methods



595 women started growing kitchen gardens in their homes and 364 men incorporated kitchen gardening techniques and low-cost irrigation in their agrarian farming



1,599 rural farmers learnt about crop production sustainability and productivity in changing climatic conditions through 35 trainings



1,513 fuel efficient stoves installed in homes in project target villages



660 women artisans trained on enterprise development, quality assurances and gender Laws and sensitized on COVID-19 SoPs while working in vocational centres and during market visits

Community Voices

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It was a man's job to earn money and a woman's job to look after the house and family. That is what we were taught and that is what we have seen growing up. I had always thought differently though. I always considered my role to be more than just a household caretaker. When a training center was established by CWSA in our village, I took the opportunity to encourage neighbors and friends to join the center. Despite being criticized by many fellow community members, I became a member of a women artisan group and climbed my way up to becoming a sales marketing agent for them. I secured numerous orders from many urban markets and buyers for rural artisans. I also dedicated one room in my house to the women artisans group as their Vocational Centre where they could get together, work on their handicrafts, share experiences and enjoy some quality time with each other. Many women were drawn to this and the idea of earning a livelihood while sitting in the village. Now many women in our village are working as artisans. We now need to work together towards eliminating gender-based violence and empower women at every level of the society.

Kalawanti, a women artisan

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The training that was organised on Gender and Women Empowerment delivered valuable information on the fundamental rights of women and the importance of education, especially for girls. We understood how the existing gender issues in our community adversely affected many of our lives, especially that of girls and women. When I heard about the wedding preparations of my younger sister-in-law, a child-couple, I could not hold myself back from standing against this decision, even though it's been a lifelong tradition here. The groom was just a 16-year-old boy and my sister-in-law was only 15-years-old. My father-in-law did not want to go forward with the wedding either but due to the pressure from the groom's family, my parents decided to go with it. My wife and I visited the groom's family and tried to convince them on postponing the wedding. After hearing about my early marriage experience and the challenges my wife and I faced, the bride's family postponed the wedding for three years.

Gom Chand, Steering Committee member

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I had no experience of growing crops before and it was not very common to grow crops at home. The kitchen gardening training familiarised us group of women, on the concept of kitchen gardening and how it improves food security of households. We were taught different vegetable sowing and pest control techniques. We were also trained on how to conduct seed germination tests which would help us save time, energy and resources when cultivating difficult to grow seeds. I did not think of growing a kitchen garden in this desert area. I was amazed to know how we can grow clean and healthy vegetables in our yards for our daily consumption when cooking food. We now have the pleasure of eating homemade nutritious vegetables of various kinds. The garden in the kitchen is now a means of food diversification and food conservation for us.

Saleemat, kitchen gardener

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1. Taanka is a social enterprise established by Community World Service Asia and its partners to promote the finest handcrafted amalgamation of contemporary designs with traditional stitches, produced by rural women artisans from interior Sindh, Pakistan. Webpage link: <https://taanka.pk/>
2. Women Enterprise Groups
3. Gender-Based Violence



Through Quality and Accountability, we are working towards **Sustainable Development Goals (SGDs)**



Through Quality and Accountability (Q&A), we reached **2,559** participants in **2020**

Priority Areas for Quality & Accountability



Strengthening Humanitarian Action



Capacity Enhancement of CSOs









QUALITY & ACCOUNTABILITY

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 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 prioritised. In 2020, CWSA continued to promote Q&A as a cross cutting theme, enhancing partner organisations' capacities through virtual modalities and facilitated global learning and sharing. We partnered with global and regional Q&A initiatives to help guide the COVID-19 response and supported organisations to adapt them to each local context.

In 2020, we enhanced the capacities and skills of humanitarian and development professionals working with 515 organisations in the region. Here is the breakdown:

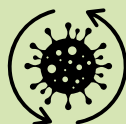
	Men	Women	Organizations
 Strengthening Humanitarian Action	 457	 288	 360
 Capacity Enhancement of CSOs	 187	 72	 155

Achievements:

- **Strengthened capacities of frontline humanitarian** workers, relevant government authorities, and academia on **mainstreaming quality and accountability** while implementing programs and responding to COVID-19
- **Improved internal Q&A mainstreaming** through in-house orientations and a revised Q&A Mainstreaming Strategy
- **Integrated CHCF¹ in organisational and HR policies** and processes and strengthened staff capacity on developing and conducting competency based job descriptions, recruitments and appraisals
- Enhanced networking and **information-sharing on humanitarian response in the COVID-19** context among INGO, NGOs and CSOs nationally and globally through virtual multi-sectoral discussions and dialogue
- **Improved technical competencies of national and regional humanitarian** and development workers to implement programs during the **COVID-19 pandemic** while ensuring accountability to the people they serve
- Engaged experts from across the globe for experience sharing and creating a discourse around promoting safe practices for implementing programs and projects in the COVID-19 context
- Developed a culture of **joint learning and sharing by engaging** with members and partners of regional and international networks including Sphere, CHS Alliance, ACT Alliance, UNOCHA, ICVA and ADRRN in 2020 for the Regional Partnership Events: Make the Decade Count. This created a knowledge base of best practices, experiences, and learning around COVID-19 program
- As a result of 3 consultative workshops with CSOs on Remote Management Practices, Remote HR, and Leadership, **developed guidelines and a document on frequently asked questions FAQ on effective program implementation** in the context of COVID-19
- Identified **approaches for remote program management, staff safety and well-being**, ensuring Q&A standards and approaches during the COVID-19 pandemic, through engagement with local and regional CSOs on policy and strategic project implementation
- Local NGOs were able to better **understand the regulatory compliance processes and procedures while registering for an MOU** with the government in Pakistan



Adapting to the COVID-19 pandemic in 2020!



CWSA engaged a pool of relevant resource persons, including highly experienced speakers within Pakistan, the region and internationally, to provide national and regional perspectives and emerging best practices in responding to the COVID-19 in an accountable manner. They were engaged as virtual coaches, trainers and technical experts based in Pakistan and around the world, supporting skill development for those organisations, who in turn, built capacities of additional under-resourced organisations, on the front line. Most of these learning events were organised and hosted in collaboration with partners such as CHSA, Sphere, CaLP, INTRAC, ACT COS, ADRRN, UNOCHA, ICVA, BBC MEDIA ACTION and A4EP. These virtual learning events contributed to the sustainability of expertise within the local context and provided free-of-cost learning and knowledge sharing opportunities for thousands of humanitarian practitioners in the region and around the world.

Key Outputs



2,559 humanitarian practitioners strengthened their knowledge and skills on implementing humanitarian initiatives while adapting to the COVID-19 crisis and ensuring Q&A mainstreaming



773 aid organisations participated in the **2020 Regional Partnership Events²** hosted virtually



Organised a series of **virtual learning events**, panel discussions and thematic events to share information and best practices while working in the COVID-19 context



390 humanitarian workers from around the world participated in a virtual Panel Discussion on **Coordination, Partnerships and Localisation in the COVID-19 Context**



Translated the Sphere Handbook 2018 edition in Urdu



308 national aid workers, representing **245 NGOs in Pakistan**, learned about the process and procedures for regulatory compliances through our webinar



3 consultations for ten organisations on **"Cultivating Caring and Compassionate Aid in the COVID-19 context"** hosted in collaboration with CHS Alliance



Launched the **"NGO Help Facility"** to support local NGOs in **understanding the process and procedures related to regulatory compliance in Pakistan**



Continued partnerships with three leading academic institutions in Pakistan on the capacity enhancement of CSOs, academia, youth for quality humanitarian and development action



3 national level consultative workshops, organised to discuss effective policy implementation and networking among all humanitarian, development and state stakeholders



Hosted 3 regional webinars as part of the 2020 Regional NGO Partnership Events, followed by a Panel Discussion on **"Is Accountability Truly Embedded in Organisations' Core Value and Activities"**

Community Voices

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Since the emergence of the COVID-19 pandemic, Community World Service Asia played an inspiring role in providing remote guidance to humanitarian practitioners and organisations on Quality & Accountability. It is pertinent to mention that the members of the ACT Alliance benefitted in particular from the webinars and discussions on various subjects under Sphere Standards & the Core Humanitarian Standard. The virtual events organised by Community World Service Asia, on guidelines developed by Sphere and CHS Alliance, remote management practices and partnerships in COVID19 context, helped ACT Alliance members to revisit their policies and guidelines and design SOPs to respond during the pandemic.

Rizwan Iqbal, Q&A Coordinator, ACT Alliance

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On my return from the training on Competency Based HR Practices, I planned a learning and sharing session with the staff of Sajhla, including the Executive Director and the HR department. Additionally, during the hiring process, I assisted the HR team in developing competency-based job descriptions for vacant positions. Keeping the CHFC in mind, we developed relevant questions for the interviews. The questions focused on specific experience with relevance to the nature of the job. Scenario-based questions were included which aimed at assessing the capacity to handle different situations and provide new ideas for quality implementation. Moreover, we are planning to develop and conduct biannual appraisal systems which will include self-assessment as per CHFC.

Sajida Qamar, Social Change, Pakistan

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Two years ago we saw a different type of phenomena that impacted our sector that was the #MeToo movement. We have seen the trend, particularly through INGOs, a public rebuttal where there is a disparity in how organisations act and how they do not comply with the principles they teach. It is a reminder to us that as humanitarians we are always judged and rightfully so on how we respond to that crisis and COVID is going to do that again. I would like to applaud Community World Service Asia for supporting such outstanding webinars, uniting people, thinking about what is relevant, talking about topics such as leadership, caring and kindness, which are necessary.

Tanya Woods, CHS Alliance

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1 Core Humanitarian Competency Framework

2. The 2020 Regional NGO Partnership Events are an online journey of three months, starting with a consultative meeting on 'the future of humanitarian response in Asia and the Pacific', followed by various consultations and webinars, and a research that will produce a policy paper on the sector's future in the region.

LESSONS LEARNED IN 2020

The **lessons learned** from this year are compiled from the various projects we have engaged in and implemented during the COVID-19 pandemic in 2020. These were gathered from both realised and unrealised risks in the process of the projects' implementation. Community World Service Asia values the effectiveness of programs, their partnerships and accountability to stakeholders and reflects on the lessons learned each year to use as references for existing and future projects.



Adopting new approaches and strategies of interaction, communication and coordination are critical to continue implementation in the wake of multiple crises. Similar approaches to monitoring are also required to ensure the actualization of program and organisational goals.



Localised approaches and ownership are crucial in shaping the degree of access, inclusion and relevance of assistance. There needs to be a more consistent effort to strengthen and scale up localised approaches and make such processes more meaningful.



Supporting local capacity and engaging community structures, including trust-building is essential to accountability and must be a long-term approach, not only during a pandemic.



Sharing best practices and experiences and collaborating on virtual learning among national and global aid actors has helped to strengthen the capacity of all relevant stakeholders to continue being accountable to affected people and ensure quality programming.



Recognised the need for more increased and more frequent communication with partners during the pandemic and that interesting ways of reporting need to be introduced. CWSA activated a Twitter account and became active on it, contributing to the organisation's improvement in regional visibility and engagement with partners.



Need to explore ways on how to keep communities more involved and have more dialogue initially, to develop mutual understanding on how policies and approaches are being changed and how engagement processes will be changed. This will reduce risks associated with remote management and programming.



Remote management has been cost effective, especially in terms of accessing training and virtual capacity building opportunities. In the future, capacity enhancement initiatives can be planned keeping a mix of remote and physical sessions.



The pandemic challenged the conventional ways of humanitarian assistance and access to affected communities. Remote management approaches need to be adopted, including preference of cash transfers over in-kind assistance.



Actively engaging informal power holders such as traditional and religious leaders, landlords, mother-in-laws in gender equality programs has ensured a more effective participation and inclusion of women and girls and to achieving intended outcomes.



Bringing schools closer to communities through Community-based schools can effectively address the challenge of education gaps among children and especially girls living in remote and culturally rigid communities.



More avenues and approaches to retain staff during a global crisis need to be explored. Sustainable ways to manage staff retention and identifying ways of motivating staff who are working in challenging conditions needs to be prioritised.



Community level capacity must be strengthened to hold each other to account in order to avoid conflict of interest and exploitation of any kind. Remote management has resulted in an increased level of responsibilities and reliance placed upon the community level structures, without necessarily involving a due process or factoring in power-imbalances within such structures.





















COVID-19 has exposed the in-ward looking bureaucratic systems of some funding partners/Governments. Some local organisations are left in a difficult position owing to immediate suspension of on-going projects by funding partners re-directing funds for their own needs. This is depriving local communities of life-saving services at a time when they need it most.

SUPPORT UNITS



Key Achievements in 2020

 <p>Designed and developed an Annual Report, a themed calendar, monthly bulletins, an annual internal newsletter, 2 Q&A Hub bulletins and visibility material for 78 trainings, webinars and virtual events</p>	 <p>The Finance Team successfully completed 12 program audits and an annual organisational audit within given timelines despite of the recurrent lockdowns and many other challenges due to the COVID-19</p>	 <p>Produced 12 videos and documentaries, designed 7 infographics and developed 46 case stories for information sharing, advocacy and impact of CWSA interventions</p>	 <p>Enhanced capacities of project and field teams on story collection, basic video interviewing and photography through virtual orientations. Special sessions were conducted on story collection and interviewing during a pandemic</p>	 <p>Collaborated with BBC Media Action & First Draft to organise and host a global virtual webinar on Countering Mis-information during the COVID-19 pandemic</p>
 <p>CWSA is now representing as Co-Chair on three key ACT Alliance reference groups; Gender Justice; Migration & Displacement; and Quality & Accountability</p>	 <p>Gender Justice Policy updated and organisational Gender Balance improved as 49 new women recruits were hired, raising the women staff percentage to 47%¹</p>	 <p>Organisational Carbon footprint decreased as an Environmental Policy was introduced, encouraging paper-free offices recycling, improving overall waste management and resource optimization</p>	 <p>Mainstreamed internal quality and accountability as we adopted a competency-based approach to HR and successfully implemented the CHCF appraisal system with all staff</p>	 <p>Successfully implemented an online financial system that enhances information sharing and amended internal financial reporting mechanisms to increase efficiency and ensure increased transparency</p>
 <p>Staff capacity and knowledge enhanced on various skills, technical areas and policies through 12 virtual trainings and 52 orientation sessions</p>	 <p>15 internal and 3 external monitoring assessments and 3 training evaluations completed and reported on through utilising virtual methodologies</p>	 <p>CWSA's Complaint Response Mechanisms (CRM) further strengthened through implementation in programs, staff capacity development on the policy and successful management and closure of 284 complaints</p>	 <p>7 administrative policies developed and revised to ensure efficient use of resources, staff safety, COVID-19 SOPs, digital safety and to effectively meet partner requirements</p>	 <p>Facilitated remote programming and strengthened online communication as new web-based applications purchased and functionalized to virtually run and host online meetings, trainings and webinars</p>
 <p>Efficiently adapted organisation's operational and program strategy to working in the COVID-19 context and initiated pre and post verification with communities to ensure transparency and accountability in programming especially in the case of cash transfers</p>	 <p>Created an online resource and news space dedicated to COVID-19 on the CWSA website and developed 9 COVID-19 Special News Bulletins, Contingency plans and weekly report infographics and 19 articles covering webinars and trainings focused on programming in the COVID-19 context</p>		 <p>Staff well-being was effectively maintained and monitored while working in the COVID-19 context through virtual stress management trainings, virtual staff get-togethers, implementation of strict preventive SOPs in offices, increased remote coordination and flexible work from home policies</p>	

Financial Expenses in 2020

● Development & Humanitarian Programs Expense

92%

● Administration Expense

8%

CWSA is annually audited by two External Audit Firms



Ernst & Young



BDO Global

1. Compared to 42% last year

KEY PARTNERS & SUPPORTERS IN 2020

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

Responding to the COVID-19 pandemic



Y CARE INTERNATIONAL

actalliance



Climate Action & Risk Reduction



Education



Emergencies



actalliance



Health

Y CARE INTERNATIONAL



Livelihoods



Quality and Accountability



actalliance

PARTNERS & ASSOCIATIONS 2020

1. ACT Alliance
2. Act for Peace - Australia
3. ACT Church of Sweden
4. ALNAP
5. Accountability Learning and Working Group (ALWG)
6. Agriculture Extension Department
7. Alliance for Empowering Partnerships (A4EP)
8. Arid Zone Agriculture Research Institute (AZARI)
9. Asian Disaster Reduction and Response Network (ADRRN)
10. BBC Media Action
11. Department of Foreign Affairs and Trade (DFAT), Australia
12. Bread for the World
13. Canadian Foodgrains Bank (CFGB)
14. COAST Trust, Bangladesh
15. Drainage and Reclamation Institute of Pakistan (DRIP)
16. Care International
17. Christian Aid
18. The Cash Learning Partnership (CaLP)
19. Christian Study Centre (CSC)
20. Church of Scotland
21. CIVICUS: World Alliance for Citizen Participation
22. Concern Worldwide, Pakistan
23. Core Humanitarian Standards (CHS) Alliance
24. First Draft News
25. Global Affairs Canada
26. Global Mentoring Initiative (GMI)
27. GWU The Humanitarian Action Initiative
28. HelpAge International Pakistan
29. Humanitarian Forum, Indonesia
30. Human Security Collective (HSC)
31. Interactive Resource Center (IRC)
32. International Rescue Committee
33. INTRAC
34. International Council of Voluntary Agencies (ICVA)
35. International Centre for NOT-FOR-PROFIT Law (ICNL)
36. Japan Conservation Engineers (JCE)
37. Japan International Cooperation Agency (JICA)
38. Japan Platform
39. Mercy Corps
40. MERCY Malaysia
41. Ministry of Economic Affairs, Economic Affairs Division (EAD), Pakistan
42. Ministry of Foreign Affairs of Denmark
43. Ministry of Foreign Affairs-Japan
44. National Disaster Management Authority (NDMA)
45. Norwegian Church Aid (NCA)
46. Pakistan Council of Research in Water Resources (PCRWR)
47. Pakistan Meteorological Department
48. Pakistan Provincial Disaster Management Authorities (Sindh)
49. Presbyterian World Service & Development (PWS&D)
50. Sindh Agriculture University, Tandojam (SAU)
51. Small and Medium Enterprises Development Authority (SMEDA)
52. Social Welfare Department, Khyber Pakhtunkhwa, Punjab & Sindh
53. Sphere
54. Start Network
55. Street Child
56. The Japan Foundation
57. The George Washington University (GWU)
58. Technical Education & Vocational Training Authority (TEVTA), Punjab
59. United Methodist Committee on Relief (UMCOR)
60. United Mission of Nepal (UMN)
61. United Nations Department of Safety and Security (UNDSS)
62. United Nations High Commissioner for Refugees (UNHCR)
63. United Nations Office for the Coordination of Humanitarian Affairs (UN OCHA)
64. University of The Punjab
65. University of Sindh, Jamshoro
66. University of Peshawar, KPK
67. US Department of State - Bureau of Democracy, Human Rights, and Labor (DRL) Voluntary Service Overseas (VSO)
68. Y Care International



CWSA strongly believes that its mandate is strengthened through its robust network of memberships and alliances.

community
WORLD service
ASIA peace
resilience
dignity

actalliance

Certifications



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