

HUMANITARIAN RESPONSE FOR CONFLICT-AFFECTED FAMILIES IN IRAQ

Final Report

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I. Executive Summary

Over the period of performance for *Humanitarian Response for Conflict-Affected Families Within Iraq*, the humanitarian and political situation within Iraq has changed dramatically. In September 2017, in the first month of the award, military operations against the Islamic State of Iraq and Syria (ISIS) were still ongoing in areas of the country, particularly in the western regions of Anbar and Ninewa governorates. Military operations to retake Hawiga in Kirkuk governorate also forced families to flee across the border into Salah Al-Din governorate, leading to an increase in camp populations and internally displaced persons (IDPs) in informal shelters or housing. As of October 2017, over 1.4 million individuals were displaced across Anbar, Ninewa, and Salah Al-Din governorates.¹ Of these individuals, approximately 516,000 were in camps and 970,000 were outside of camps in informal shelters, religious settlements, hotels, or staying with host community members.² In the last months of 2017, and early months of 2018, as then Prime Minister Haider Al-Abadi declared victory over ISIS in Iraq, displaced individuals increasingly began returning to their areas of origin, hitting a peak in December 2017, when returns increased 17% during the month, with over 460,000 returnees on the move.³

As of November 2018, the humanitarian situation within Iraq has stabilized, but needs across the country remain high. Currently, 1.9 million people in Iraq remain displaced. Of those displaced, 62% of in-camp individuals and 65% of out-of-camp individuals stated their intent to remain where they are, while 28% and 22% respectively, are still waiting to decide. Therefore, in addition to livelihoods, education, psychosocial support, and social cohesion efforts, WASH, in and out of camps, will remain a critical need. It is estimated that 2.3 million people, 7% of the total population of Iraq, will require WASH support in 2019. In particular, limited solid waste management in and out of camps remains an area of concern, increasing health risks to populations and pollution to the environment. In addition, sanitation conditions in 22 camps throughout the country remain unsuitable, with more than 20 people to one latrine.⁴ With deteriorating WASH systems in camps, the rehabilitation of existing WASH facilities remains a high priority throughout Iraq.

The OFDA-funded award, implemented from September 1, 2017 until August 31, 2018, helped to address critical basic needs within the population through water supply and sanitation infrastructure rehabilitation, hygiene promotion, and the provision of non-food items (NFIs). As a result, **800,882** unique individuals were reached through activities, **705,591** through water, sanitation and hygiene activities and **149,089** through the provision of seasonal kits (winter and summer kits) and hygiene kits. These activities acted as a first-line humanitarian response, enabling access to safe water and improved sanitation for vulnerable populations and providing emergency and essential items to displaced (or newly returning) populations through NFI distributions. Mercy Corps adopted a gap-filling approach in camps and collective centers, coordinating with the WASH cluster to identify gaps in service provision across operation areas. With large populations still in camps throughout Iraq and many newly retaken areas lacking functional markets or services (at the time of implementation), these provisions were vital in the health and well-being of conflict-affected communities in Anbar, Ninewa, and Salah Al-Din.

Through a rapid and flexible response during this award, Mercy Corps was selected as a member of the WASH Strategic Advisory Group (SAG) for 2018-2019 based on organizational capacity and technical expertise. In early 2018, the program created a pilot WASH in Schools Working Group in Salah Al-Din (and later Anbar) to assist with coordination issues faced when doing rehabilitation work in schools. As a result of this initiative and other implemented activities during the award, the program team has received more than 11 appreciation letters from various government departments thanking them for activities conducted in their governorates of operation. In the upcoming year, Mercy Corps will continue to provide life-saving WASH assistance in Anbar, Ninewa, and Salah Al-Din, with the addition of Kirkuk governorate, through the new OFDA award starting September 1, 2018.⁵

¹ [IOM Displacement Tracking Matrix, IDP Portal, October 15, 2017.](#)

² [Ibid.](#)

³ [IOM Displacement Tracking Matrix, DTM Round 86, December 2017.](#)

⁴ Draft Humanitarian Needs Overview for 2019, WASH Cluster. Issued October 2018.

⁵ Titled "Comprehensive Approach to the Provision of Water, Sanitation, and Hygiene Assistance to Vulnerable Communities Across Iraq" (Award Number: 72-OFDA-18-GR00214).

II. Program Overview

Goal: Conflict-affected households and communities are able to meet their critical basic needs.

Program participants Targeted (total program)	159,200 individuals
Program participants Reached (total program)	800,882 individuals 394,034 women 406,848 men 206,482 IDPs⁶

Performance Summary Tables

Sector: Water, Sanitation, and Hygiene (WASH)	Conflict-affected families in Iraq, including newly displaced IDPs, protractedly displaced IDPs, returnees, and host community and remainees, have improved access to safe water and sanitation and demonstrate improved hygiene practices		
Program participants Targeted	123,600 individuals		
Program participants Reached	705,591 individuals (347,151 women; 358,440 men)		
Geographic Areas	Anbar, Ninewa and Salah Al-Din governorates		
Sub- Sector 1.1	Water Supply Infrastructure		
OFDA Indicator	Baseline	Target	Cumulative Progress Towards Target (September 1, 2017- August 31, 2018)
1.1.1 # of people directly benefiting from the water supply rehabilitation program	0	111,600	557,500
1.1.2 # of people directly benefiting from the water trucking program	0	13,600	130,991
Sub- Sector 1.2	Sanitation Infrastructure		
OFDA Indicator	Baseline	Target	Cumulative Progress Towards Target (September 1, 2017- August 31, 2018)
1.2.1 # of people directly benefiting from the sanitation infrastructure program	0	33,600	37,391 ⁷

⁶ Total IDPs is calculated by unique individuals who received Mercy Corps' WASH programming in camps and collective centers. While Mercy Corps acknowledges that many IDPs live outside of camps and collective centers, given the changing displacement status (and continuous movement) of individuals throughout the award, it is hard to calculate the number of IDP beneficiaries outside of camps.

⁷ This number is based on an estimation of 45 users per latrine. It includes users of pre-fab latrines in Jeddah Camp and the latrines provided in 16 schools.

1.2.2 # of people per usable latrine	N/A	20-50	45-48
1.2.3 # of toilets completed and clean	0	500 toilets in camps & toilets in 40 schools ⁸	500 toilets in camps & toilets in 16 schools
Sub- Sector 1.3	Hygiene Promotion		
OFDA Indicator	Baseline	Target	Cumulative Progress Towards Target (September 1, 2017- August 31, 2018)
1.3.1 # of people receiving direct hygiene promotion (excluding mass media campaigns and without double-counting)	0	12,267 ⁹	32,050 individuals (19,800 students and 12,250 unique individuals)
1.3.2 # of respondents who know 3 of 5 critical times to wash hands	N/A	9,814 ¹⁰	16,632 students and 10,535 unique individuals ¹¹
1.3.3 # of water points that are clean and protected from contamination	0	252 ¹²	252 ¹³
Sector: Logistics Support and Relief Commodities	Conflict-affected families in Iraq, including newly displaced IDPs, protractedly displaced IDPs, returnees, host communities and remainees, have improved access to essential non-food items.		
Program participants Targeted	35,600 individuals		
Program participants Reached	149,089 individuals (73,352 women; 75,737 men)		
Geographic Areas	Anbar, Ninewa and Salah Al-Din governorates		
Sub- Sector 2.1	Non-Food Items		
OFDA Indicator	Baseline	Target	Cumulative Progress Towards Target (September 1, 2017- August 31, 2018)

⁸ This target is the number that Mercy Corps planned to reach, as of March 20, 2018 communication with OFDA via email. In this email, Mercy Corps gave justification for increasing latrine construction to 500. The target for schools, originally 40, was revised to 33 in conversation with OFDA representatives in Baghdad, Iraq. This target was revised following the events listed below that inhibited Mercy Corps from rehabilitating WASH infrastructure in schools.

⁹ This target was revised in email communication with OFDA dating March 20, 2018.

¹⁰ This target was revised in email communication with OFDA dating March 20, 2018.

¹¹ The percentage of students able to identify 3 out of 5 important times to wash their hands was 84% and the percentage of adults able to identify 3 out of 5 important times to wash their hands was 86%.

¹² Mercy Corps intended to rehabilitate 42 water tanks, with six water taps each. Therefore, there would be 252 water points in total.

¹³ These water points were part of the 42 water storage tanks rehabilitated in Haj Ali Camp, Ninewa.

2.1.1 Total # of people receiving NFIs, by sex and type	0	35,600	149,089
Total # of people receiving winter kits	0	12,000	27,218
Total # of people receiving mobile NFI kits	0	12,800	0 ¹⁴
Total # of people receiving summer kits ¹⁵	0	N/A	60,530
Total # of people receiving basic hygiene kit ¹⁶	0	13,600	94,325 ¹⁷
Total # of people receiving baby kits	0	227	11,835
Total # of people receiving student hygiene kits	0	10,000	19,800
2.1.2 Total # and per item USD cost of NFIs distributed, by type	0	33,952 kits; \$1,316,926	55,776 kits; \$1,846,832.00
Total # and per item cost of winter kits	0	2,000 kits; \$434,334	6,115 kits x \$242.45/full kit cost or \$84.15/simplified kit cost = \$866,810
Total # and per item cost of mobile NFI kits	0	2,000 kits; \$204,000	0
Total # and per item cost of summer kits	0	N/A	7,861 kits; \$37.00/Anbar kit or \$35.50/Salah Al-Din kit = \$284,765.50
Total # and per item cost of basic hygiene kits	0	18,136 kits; \$167,758	19,500 kits; \$47.39/one-off kit or \$24.76/consumable kit = \$584,655 ¹⁸
Total # and per item cost of baby kits	0	1,816 kits; \$27,240	2,500 kits; \$7.65/kit = \$19,125.00

¹⁴ No mobile kits were distributed under the award. Instead, Mercy Corps moved this budget line to winter kit distribution.

¹⁵ With savings in operation costs, Mercy Corps distributed summer kits to 7,861 households during the award.

¹⁶ Basic hygiene kits are further broken down into two categories throughout the report: one-off hygiene kits and consumable hygiene kits. One-off hygiene kits were intended to be given once to families in camps and collective centers and consumable hygiene kits were intended for multiple rounds of distributions in camps and collective centers. Both are labelled as basic hygiene kits, though, and recipients of one or both of these kits (excluding double counting) have been grouped together under this indicator for simplicity.

¹⁷ This number does not include individuals who received basic hygiene kits transferred from the previous OFDA award (1,175 kits). These kits and individuals have also not been counted towards the overall target beneficiaries and kits in the ART Tracker.

¹⁸ The 1,175 basic hygiene kits transferred from the previous award are not included in this figure. Mercy Corps is reporting the price per item and total cost of kits purchased and distributed during only this award.

Total # and per item cost of student hygiene kits	0	10,000 kits; \$51,000	19,800 kits; \$4.35/kit or \$4.88/kit = \$91,400.00
2.1.3 % of households report being satisfied with the content of the kit, by type	N/A	80%	96%
% of households satisfied with winter kit	N/A	80%	99%
% of households satisfied with mobile NFI kit	N/A	80%	0
% of households satisfied with summer kit	N/A	80%	87%
% of households satisfied with basic hygiene kit	N/A	80%	96%
% of households satisfied with baby kit	N/A	80%	100%
% of households satisfied with student hygiene kit	N/A	80%	100%

III. Implementation

Recruitment and Staffing: At the beginning of the program, Mercy Corps worked quickly to recruit and hire staff needed for implementation of activities. During recruitment, Mercy Corps developed the framework of the team to include 24 staff located across the three governorates of implementation. Over the award, these staff were supported by senior program and operational staff located in Erbil and Baghdad, as well as support staff in Ramadi (Anbar), Mosul (Ninewa), and Tikrit (Salah Al-Din). Based on the framework, the team included one Head of Wash Programs (previously named WASH Program Manager) based in Erbil and one Senior WASH Program Manager based in Baghdad. Across the three governorates, the program team also consisted of three WASH Project Managers (one per governorate), five engineers, five WASH Assistants, three Hygiene Promotion Officers, and six Hygiene Promotion Assistants. In May 2018, two Hygiene Promotion Assistant positions were added and filled.

As a result of the high number of positions being recruited (due to staff turnover from the previous OFDA award from 2016-2017), as well as new offices being opened in Ramadi and West Mosul, the program team faced delays in the recruitment of staff for the award. Due to difficulty in finding qualified staff, there was a delay of over four months in the recruitment of a Head of WASH Programs, and a delay of over seven months in the recruitment of a WASH Project Manager in Ninewa. A number of lower-level positions across locations, such as Field Assistants, also remained unfilled into early 2018. In addition to hiring challenges, Mercy Corps faced delays when opening new offices, particularly a new office in West Mosul, Ninewa governorate. When the award started, Mercy Corps did not have security clearance to open an office in West Mosul so program staff were based out of Erbil and travelled to Ninewa frequently to implement activities. When the West Mosul office was opened, in January/February 2018, the program team was asked to relocate in order to be closer to program sites. Not all staff chose to move, requiring the WASH team to re-recruit for their positions. As a part of this office opening, support functions, including operations and finance staff, also needed to be recruited for all programs. While the office in Mosul put program staff closer to the areas of implementation in Ninewa governorate, the logistics of office startup also caused delays. As it was difficult to find qualified program staff based in Mosul and recruited staff required government security clearance (sometimes taking two to three weeks), hiring staff sometimes took months. These staffing delays led to initial delays in the procurement process, that were resolved later in the

award. Despite these issues in initial recruitment, Mercy Corps faced no further problems after all staff were on board. Transitioning into the new OFDA award, Mercy Corps has been able to start implementation quickly as staff are in place from the newly closed award.

Throughout the award, Mercy Corps recommended staff for trainings and capacity-building in an attempt to increase staff retention and build technical knowledge amongst the team. All staff were trained on operations, procurement, and security. In addition, in March 2018, two Mercy Corps staff attended a five-day training in Dubai, UAE, organized by Xylem and funded through other Mercy Corps' programs. The training was led by experts who discussed designing water networks, manufacturing pumps, utilizing solar power, and conducting pump tests. This "on-the-job" training was complemented by visits to pump manufacturing locations and other site visits.

Program Planning: Program planning and implementation was laid out in September 2017, when Mercy Corps organized a program kick-off meeting to bring together key program and support staff. Following this kickoff meeting, the WASH team held program introduction meetings for all staff in respective field offices and developed work plans and procurement plans for each governorate of operation. All procurements were managed by Erbil or Baghdad offices with the support of the Director of Operations, Head of WASH programs, Humanitarian Response Director, and operations and program teams. Monthly plans were shared with operations and finance teams in order to provide advance notice to support departments about upcoming procurements and monthly payment requirements.

When planning and implementing, Mercy Corps adapted activities as per changing needs. Examples of this adaptation included increasing water supply rehabilitations (water treatment plants [WTPs], water networks, and water pumping stations) from six to 13 in order to increase access to water outside of camps, installing five reverse osmosis units, beginning solid waste management to fill an identified gap in out-of-camp settings, and increasing the provision of latrines in Jeddah camps to improve hygiene and sanitation standards. In addition to these adaptations in WASH and sanitation infrastructure rehabilitation, in response to a request by the Shelter and NFI Cluster, Mercy Corps used savings from operations to distribute summer kits for 7,861 households in Anbar and Salah Al-Din. In addition, the program increased the target for school hygiene kits to cover an additional 9,800 school students with hygiene supplies and realigned money previously intended for mobile NFI kits to winterization kit distribution in order to meet an identified gap in camps.

Water, Sanitation, and Hygiene (WASH): Over the period of performance, **705,591** individuals were beneficiaries of water, sanitation, and hygiene activities in Mercy Corps' WASH program. This number includes:

- ✓ 557,500 individuals benefiting from **rehabilitation of water treatment plants, water networks, and water pumping stations, and installation of Reverse Osmosis (RO) Units;**
- ✓ 130,991¹⁹ individuals benefiting from **water supply via water trucking;**
- ✓ 22,500²⁰ individuals benefiting from the **provision of pre-fab latrines in camps;**
- ✓ 66,123²¹ individuals benefiting from **desludging;**
- ✓ 29,651²² individuals benefiting from **solid waste management** activities;
- ✓ 29,651 individuals benefiting from the **provision of garbage bins;**
- ✓ 7,957 individuals benefiting from **rehabilitation of WASH infrastructure in schools;**
- ✓ 32,050²³ individuals involved directly in **hygiene promotion** activities; and
- ✓ 33,574 individuals benefiting from the provision of **water storage tanks and platforms in camps.**

¹⁹ This number is the peak population of each camp during Mercy Corps' water trucking activities.

²⁰ This number is using an estimation of 45 users per latrine in camps.

²¹ This number is calculated on the average population in areas where desludging activities took place. These individuals are indirect beneficiaries of the activities and may not have directly benefitted from activities themselves.

²² This number is calculated on the average population in areas where solid waste management activities took place. These individuals are indirect beneficiaries of the activities and may not have directly benefitted from activities themselves.

²³ This number is calculated by the total number of hygiene kit beneficiaries (19,800 students and 12,250 unique households).

Rehabilitation Water Treatment Plants (WTPs), Water Networks, Water Pumping Stations, and Installation of Reverse Osmosis (RO) Units: During the program, Mercy Corps reached 557,500 individuals via rehabilitation of water supply infrastructure and the installation of RO units. In the award, Mercy Corps completed the rehabilitation of six WTPs (three in Anbar, one in Ninewa, and two in Salah Al-Din), five water networks (all in Ninewa), and two water pumping stations in Mosul, Ninewa. In addition, Mercy Corps installed five RO units in Anbar, reaching 50,000 people with water as a result. Sites were prioritized and selected based on the level of damage they received during the conflict. The purpose of the rehabilitation work was to restore the plants, networks, or stations to their original functionality and capacity, prior to the incurred damage from the conflict.

For all rehabilitation activities, contractors were selected through a competitive tendering process. The average time for completion of rehabilitation activities²⁴ was between 30 to 40 days²⁵, after which all rehabilitated infrastructure was handed over to the respective Directorates of Water. External evaluation findings (see Appendix 6) showed beneficiaries had improved access to water as a result of rehabilitation. For example, beneficiaries of the water pumping station rehabilitation in Ninewa stated that 24-hour access to water increased by 27% (from 3% to 30% of the population) and 18- to 21-hour access to water increased by 33% (from 37% to 70% of the population). After the rehabilitation of a water network in Ninewa, the Directorate of Water stated that water quantity increased by 75%, with 45% of beneficiaries reporting a reduction in waterborne disease and 75% reporting a positive impact on their household income due to increased water access. Findings from Salah Al-Din show that 60% of the respondents believed access to water increased after rehabilitation of the WTP. Mercy Corps largest rehabilitation project, the rehabilitation of the Hawaii Al Kinsa WTP for West Mosul, increased water quantity for 100% of interviewed respondents. Prior to rehabilitation, the Directorate of Water in Ninewa stated that the WTP was between 30% to 35% functional. After rehabilitation, the WTP is now between 90% to 100% functional. This WTP serves a population of over 400,000 individuals in West Mosul.

A breakdown of all water infrastructure rehabilitation and RO unit installation activities are as follows (by location):

Anbar governorate:

Water Supply Infrastructure: In Anbar governorate, Mercy Corps reached 9,000 individuals through the rehabilitation of three WTPs in Ramadi and Al Qaim districts. In program planning stages, Mercy Corps' WASH team conducted technical assessments in Ramadi, Al Qaim, and Fallujah, Anbar. In consultation with the Directorate of Water in Anbar, Mercy Corps decided to focus on the rehabilitation of three water treatment plants, two in Ramadi (Albu Eitha serving 2,000 individuals and Albu Eujur serving 3,000 individuals) and one in Al Qaim (Raffeda serving 4,000 individuals).

Mercy Corps faced one issue with the contractor during rehabilitation of Albu Eujur WTP in Ramadi. One month after rehabilitation, four of the replaced pumps began significantly reducing their efficiency to the point of being barely operational. Mercy Corps communicated with the contractor, asking for him to replace the pumps in question. Despite continuous follow-up, including a meeting with the Directorate of Water, the contractor refused to replace the pumps. As a stop-gap measure during this time, the Directorate of Water reinstalled four old pumps to temporarily increase efficiency while negotiations continued. In response to the contractor's refusal, Mercy Corps deducted 10% of the full payment from the contractor, as listed in the contract. In addition, Mercy Corps began a new procurement process to replace these four pumps. As a result, there was a delay of around three months in having the Albu Eujur WTP fully operational at its designed capacity.

²⁴ Rehabilitation activities often included replacement or repair of broken water network pipes, submersible pumps with board, vertical pumps, horizontal pumps; installation of digital flow meters; replacement of existing pumps and/or flow meter; replacement of pressure gauges, circuit breakers, and change overs; maintenance of control panel pressure, level, control (PLC); cleaning of sedimentation tanks; provision of new sedimentation tanks and collection tanks; supply and installation of butter fly valves; painting of tanks; cleaning of filters; replacement of sand in filters; supply of electric valves and connection with PLC; replacement of flush mixer and slowly mixer; replacement of chlorine injector; and replacement of dosing pumps including supply and installation of valves.

²⁵ WTP rehabilitations took between 30-45 days, water network rehabilitations took on average 30 days, WPS rehabilitations took from 25-30 days, RO unit installations took from 21-30 days, and school infrastructure rehabilitations took from 21-35 days.

Reverse Osmosis Unit Installation: Mercy Corps reached 50,000 individuals through the installation of new RO units in Fallujah district of Anbar. Mercy Corps WASH team supplied and installed the units, operating at 3,000 liters/hour, in Saqlawiah and Fallujah City. These locations were identified following assessments, along with the Directorate of Water and community consultation. The beneficiary reach of each site is as follows: Shuda 2 (12,000 individuals); Albu Akash (3,000 individuals); Albu Shijel (5,000 individuals); Jubail (15,000 individuals); and Askary (15,000 individuals). The Directorate of Water provided the electricity and land for the RO units, as well as the operators for the maintenance and operation of these units.

Anbar governorate						
District	Sub-District	Town/Village	Activity	GPS Coordinates		Population Reached
Ramadi	Al Jazeera	Albu Eitha	WTP Rehabilitation	33.461931	43.374494	2,000
Ramadi	Al Sajaria	Albu Eujur	WTP Rehabilitation	33.446817	43.401046	3,000
Al Qaim	Al Obaidy	Raffeda	WTP Rehabilitation	34.44635	41.34006	4,000
Fallujah	Saqlawiah	Shuda 2	RO Unit Installation	33.402131	43.719548	12,000
Fallujah	Saqlawiah	Albu Akash	RO Unit Installation	33.391078	43.701509	3,000
Fallujah	Saqlawiah	Albu Shijel	RO Unit Installation	33.403266	43.621405	5,000
Fallujah	Fallujah City	Jubail	RO Unit Installation	33.339095	43.767485	15,000
Fallujah	Fallujah City	Askary	RO Unit Installation	33.367246	43.808947	15,000

Ninewa governorate:

Water Supply Infrastructure: Mercy Corps reached 466,500 individuals through the rehabilitation of one water treatment plant, five water networks and two water pumping stations in Ninewa governorate. Through water network rehabilitation, Mercy Corps reached 3,000 individuals via the rehabilitation of the water network in Al Hod and 43,500 individuals through the rehabilitation of the water networks in Al Thora, Industrial Area, Zyadda, and Mosul Al Jadida. In addition, 10,000 individuals directly benefited from the rehabilitation of Al Kindi's water pumping station and 10,000 individuals benefited from the newly rehabilitated water pumping station in Al Khadraa. Finally, in Mercy Corps WASH team's largest rehabilitation project to date, 400,000 residents of West Mosul benefited from the rehabilitation of Hawaii Al Kinsa WTP.

Mercy Corps completed all rehabilitation projects before the peak summer season in order to ensure improved and increased access to water for beneficiaries in the heat of summer. The program team faced only minor issues during implementation in Ninewa, largely related to procurement issues with contractors. For example, in the rehabilitation of Al Hod water network in Qayarah, the pipes supplied by the contractor were not of the quality that Mercy Corps needed. The pipes were rejected by Mercy Corps staff on site and the contractor was notified. The contractor explained that this issue was a result of confusion by their warehouse staff and the desired pipes were delivered by the contractor and verified by

Mercy Corps and Directorate of Water engineers in the following week. Issues like these caused minor delays in programming but were easily resolved to complete rehabilitation efforts on time.

Ninewa governorate						
District	Sub-District	Town/Village	Activity	GPS Coordinates		Population Reached
Mosul	Qayyarah	Al-Hod	Water Network Rehabilitation	35.863667	43.316417	3,000
Mosul	West Mosul	Al Thora	Water Network Rehabilitation	36.339777	43.101518	10,000
		Industrial Area		36.340449	43.101482	7,500
		Zyadda		36.330792	43.106516	6,000
		Mosul Al Jadida		36.327795	43.107913	20,000
Mosul	East Mosul	Al Kindi	Water Pumping Station Rehabilitation	36.233790	43.081710	10,000
		Al Khadraa		36.364923	43.225203	10,000
Mosul	West Mosul	Hawai Al Kinsa	WTP Rehabilitation	36.39268	43.06728	400,000

Salah Al-Din governorate:

Water Supply Infrastructure: Mercy Corps improved access to water for 32,000 individuals through the rehabilitation of two WTPs in Salah Al-Din. During the program planning stage, Mercy Corps conducted a technical assessment for four WTPs in Tikrit and Baiji districts. In consultation with the Directorate of Water in Salah Al-Din, Mercy Corps selected two WTPs for rehabilitation that would reach approximately 32,000 individuals (after rehabilitation).

The water supply of Al Washash WTP, after an increase in supply capacity of 50 cubic meters/hour, now reaches 15,000 individuals across two villages (Al Washash village with 6,460 individuals and Tal Al Sebit village with 8,540 individuals). Jereesh’s water supply was increased by 80 cubic meters/hour and now reaches 17,000 individuals across three villages (5,089 individuals in Jereesh village, 8,460 individuals in Srrien villages, and 3,451 south of Al Mizzra village).

Salah Al-Din governorate						
District	Sub-District	Town/Village	Activity	GPS Coordinates		Population Reached
Tikrit	Al Alam	Al Washash	WTP Rehabilitation	34.84575	43.56485	15,000
Baiji	Al Hajaj	Jereesh	WTP Rehabilitation	34.85968	43.53486	17,000

Water Supply via Water trucking: Across 22 camps and 6 collective centers, a total of 130,991²⁶ individuals received access to safe and clean drinking water through the program’s water trucking. Mercy Corps intervened in all 22 camps and 6 collective centers at the request of the WASH cluster, based on assessed needs. With

²⁶ Due to population fluctuations in camps, this number is an average of the beneficiaries reached through Mercy Corps water trucking in camps and collective centers during the times identified.

permanent WASH partners in all camps at the onset of the award, Mercy Corps adopted a gap-filling approach, working directly with the WASH cluster to stay informed of anticipated needs and ensure no gaps in water provision. This approach quickly proved to be the most effective use of resources, as Mercy Corps’ agility, combined with existing and wide-reaching preferred supplier agreements, enabled the program to respond at short notice (in one case within 24 hours) and ensure no gaps in access to safe and clean drinking water in camps and collective centers across Iraq when permanent partners were unable to continue service provision. Mercy Corps worked in the following camps and collective centers:

Camp	Timeline and Activity
<p>Bzebiz (1-12) & 6 collective centers (Anbar)</p>	<p>February 26, 2018 – June 30, 2018; Following a WASH cluster meeting in which gaps were highlighted in Bzebiz camps, Mercy Corps visited the location to determine how the program could assist. Mercy Corps was informed that a phase-out of water trucking in the camps would occur on February 22, 2018 (later extended to February 25, 2018). In cooperation with partners in the camp and with camp management, Mercy Corps started providing water via water trucking on February 26, 2018 to all 12 camps and six collective centers. As a result, 41,604 cubic meters of water were provided to 13,222 individuals from February 26th until June 30th in these camps. After this period of time, water trucking was phased out in favor of a water network that had become functional (rehabilitated by Rebuilding Iraq Recruitment Program [RIRP]).</p>
<p>Kilo 18 (Anbar)</p>	<p>October 8, 2017 - December 2, 2017; Following coordination with the WASH cluster, camp management, and local partners, Mercy Corps provided 11,875 cubic meters of water to Kilo 18 camp over a three-month period (3,360 cubic meters in October, 8,435 cubic meters in November, and 80 cubic meters in December) reaching as many as 5,900 individuals. Water trucking was stopped in Kilo 18 in December as Premiere Urgence Internationale (PUI) began providing water in the camp.</p> <p>April 2, 2018 – July 1, 2018; After NRC phased out water trucking in the camp, Mercy Corps was asked to fill the service gap and began water provision on April 2nd. Over the course of two months, Mercy Corps provided 12,890 cubic meters of water (3,430 cubic meters in April, 4,030 cubic meters in May, 5,230 cubic meters in June, and 200 cubic meters in July). This water provision reached a total of 4,668 individuals in the camp. In the first week of July, Mercy Corps stopped water trucking as PUI began providing water in the camp.</p> <p>August 1, 2018 – August 25, 2018; Mercy Corps resumed water trucking in Kilo 18 (after PUI phased out their water trucking) on August 1st. Over the month, the program provided 4,690 cubic meters of water to approximately 5,900 residents of the camp. On August 25th, Mercy Corps stopped water trucking and service provision was taken over by UNICEF until Mercy Corps signed the new award agreement with OFDA (as referenced above).</p>
<p>Jedda (1-6) (Ninewa)</p>	<p>October 31, 2017 – December 10, 2017; In October 2017, the WASH cluster informed Mercy Corps of an urgent need for water provision in Jedda camps 1-4, while the permanent WASH partner in the camps mobilized their resources. As a result, the program provided 30,966 cubic meters of water in camps 1-4 from October to December 2017 (684 cubic meters in October, 22,776 cubic meters in November, and 7,506 cubic meters in December). This provision benefitted approximately 68,793 individuals (the population of the camp in November) during this time period.</p> <p>May 21, 2018 – July 17, 2018; On May 18, 2018, Mercy Corps was contacted by RNVDO (Jedda Camp Management) about a gap in water provision for the entire population in the camps, 57,024 individuals at the time, across Jedda Camps 1-6. Starting from May 21, 2018, Mercy Corps began water trucking in these camps, providing roughly 1.5 million liters of drinking water per day. Over the course of the two and a half months, 83,740 cubic</p>

	<p>meters of water were provided for 57,024 individuals (16,500 cubic meters in May, 43,845 cubic meters in June, and 23,395 cubic meters in July). UNICEF resumed water trucking on July 18th.</p>
<p>Haj Ali (Ninewa)</p>	<p>October 13, 2017 – November 30, 2017; At the request of the WASH cluster, Mercy Corps began water trucking in Haj Ali Camp on October 13, 2017, reaching 28,290 individuals with water provision in October and November. In total, 12,274 cubic meters of water were provided across both months (4,750 cubic meters in October and 7,524 cubic meters in November).</p>
<p>Salamiya 1 (Ninewa)</p>	<p>March 1, 2018 – March 2, 2018; On February 28, 2018, Mercy Corps was contacted by the WASH cluster regarding an urgent need for clean water in Salamiya camp 1. As a result of days of torrential rain, the water provided in the camp was muddy and cloudy. In Mercy Corps' quickest response to date, the WASH team mobilized resources to begin water trucking in the early hours of March 1st, providing 366 cubic meters of water to 8,768 individuals over the next two days until the issue was resolved.</p>
<p>Al Alam 3 (Salah Al-Din)</p>	<p>October 13, 2017 – November 30, 2017; In consultation with the WASH cluster and camp management, Mercy Corps was asked to cover a gap in Al Alam 3 starting October 13, 2018. Over the next two months, the program provided 2,210 cubic meters of water to the camp (2,090 cubic meters in October and 120 cubic meters in November) for 6,018 individuals. As of November 2nd, Sorouh for Sustainable Development Foundation (SSDF) took over water provision in the camp.</p> <p>February 1, 2018 – August 25, 2018; Starting February 1st, Mercy Corps resumed water trucking in the camp from SSDF, providing water for the population of the camp (ranging from over 6,000 in February to 850 in August) for the next seven months. From February to March 2018, Mercy Corps provided 3,353 cubic meters (1,565 cubic meters in February and 1,784 cubic meters in March) of water. From April to August 2018, Mercy Corps provided 6,787 cubic meters of water (1,433 cubic meters in April, 1,460 cubic meters in May, 1,522 cubic meters in June, 1,322 cubic meters in July, and 1,050 cubic meters in August). Starting August 25, 2018, SSDF took over for Mercy Corps in providing water for the camp.</p>

For all of the water provided by Mercy Corps, water quality monitoring tests (Free Chlorine Residual [FRC] and potential of Hydrogen [pH]) were conducted for each truckload delivered. Additionally, turbidity tests were conducted when trucks presented turbid water. Mercy Corps maintains water quality monitoring data in hard and soft copies, and local observers (such as camp management) endorse all data.

Provision of Pre-Fabricated Latrines: In Ninewa governorate, in early 2018, Mercy Corps learned that Jedda camps operated with sanitation coverage less than the approved WASH minimum standards for Iraq. Mercy Corps, in consultation with the WASH cluster, decided to intervene to install 500 pre-fabricated latrines in the camp. As mentioned in the previous report, Mercy Corps had planned to construct 240 latrines and showers in Jedda camps. However, after speaking with Jedda Camp Management, RNVDO, Mercy Corps agreed to increase the number of latrines to 500 after being informed that, due to cultural preferences, individuals in Jedda often shower in their tents rather than using the camp showers. As a result, eight latrines were installed in Jedda 1, 60 latrines in Jedda 2, 65 latrines in Jedda 3, one latrine in Jedda 4, 150 latrines in Jedda 5, and 216 latrines in Jedda 6. While installation of new latrines improved the sanitation situation in Jedda and improved access to latrines, more latrines are still required for the camp to meet WASH minimum standards for Iraq. In the new OFDA award, Mercy Corps is working to meet this need in Jedda camps.

Desludging: In Ninewa governorate, during October, November, and December 2017, Mercy Corps reached 43,624 individuals through desludging activities in Jedda and Haj Ali camps. A breakdown of beneficiaries by location is as follows:

- Jedda Camps 1, 3, and 4 (October 31 – December 10, 2018): 19,418 individuals benefitted from these services in October, November, and December 2017.

- ✓ Haj Ali Camp (October 13 – November 30, 2018): 24,206 individuals benefitted in October and November 2017.

In Salah Al-Din governorate, Mercy Corps reached 22,499 individuals from April to August 2018 through desludging activities in Shaqlawa collective center, Al Qudissiyah complex, Dream City, Basateen City, Al Shahama and Karama camps, and Al Alam camps 1, 2, and 3. A breakdown of beneficiaries by location is as follows:

- ✓ Shaqlawa collective center (June 20 – 28, 2018): 1,621 individuals benefitted from activities during these days. However, operations stopped when the collective center population was forced to evacuate on July 5, 2018.
- ✓ Al Qudissiyah complex (June 17 – August 16, 2018): 6,954 individuals benefitted from desludging activities.
- ✓ Dream City (June 21 – August 9, 2018): 4,133 individuals benefitted from services during this time.
- ✓ Basateen Camp (April 29 – August 16, 2018): 2,234 individuals benefitted from these services during these dates.
- ✓ Al Shahama and Karama camps (May 7 – August 16, 2018): 2,141 individuals benefitted from services in this time frame.
- ✓ Al Alam 1, 2, and 3 camps (April 27 – August 13, 2018): 5,416 individuals benefitted from services during this time.

Solid waste management: Through Mercy Corps solid waste management activities, a total of 29,651 individuals benefitted in Anbar and Salah Al-Din.

Anbar governorate:

Through this activity, Mercy Corps procured and provided materials, including tools like shovels, cloth gloves, cloth respirators, cloth vests, dust brushes, and metal wheelbarrows, and hired 65 daily laborers for six days a week (for six hours a day) to collect garbage in out-of-camp settings in Saqlawiah and its surrounding areas (Shuda 1, Shuda 2, Saqlawiah city center, Old Saqlawiah, Secaniyah, Low Cost Compound, and City Border). This activity was conducted from July 9th until August 19th, 2018. This activity benefitted 17,100 individuals with a total quantity of 2,438 cubic meters of solid waste disposed. In addition to providing labor for waste management, Mercy Corps conducted a hygiene promotion mass campaign, conducting hygiene promotion sessions in large halls with community members and benefiting individuals throughout the community. Community members who attended were asked to share practices learned with other members who could not attend.

Before solid waste management started in Saqlawiah, a joint activity plan was developed with the Municipality of Saqlawiah. In agreement with this plan, the municipality provided laborers and trucks for garbage collection, and Mercy Corps provided garbage bins, extra laborers as needed, and monitoring of activities (along with municipality staff). All of the waste was disposed of in a disposal site identified by the municipality. After August 19, 2018, the activity was handed over to the municipality.

Salah Al-Din governorate:

Mercy Corps organized solid waste management in Shaqlawa collective center from February 3rd until July 5th, 2018, benefiting 3,234 individuals with a total quantity of 687.5 cubic meters of solid waste being disposed. In this activity, Mercy Corps hired 42 local garbage collectors on casual contracts to collect garbage from streets and roads. Solid waste management activities were stopped upon closure of Shaqlawa collective center on July 5, 2018. There was no handover for this project as the camp was evacuated.

Solid waste management activities were also conducted in Basateen camp from April 18th until August 16th, 2018, benefiting 2,234 individuals with a total quantity of 366.5 cubic meters of solid waste being disposed. Mercy Corps hired 20 garbage collectors for this activity. It was officially handed over to Canadian Aid Organization for International Society Rehabilitation (CAOFISR) on August 16, 2018.

In Al Shahama and Karama camps, Mercy Corps conducted solid waste management activities from April 26th until August 15th, 2018, benefiting 2,041 individuals with a total quantity of 799.5 cubic meters of solid

waste disposed. For this activity, Mercy Corps hired 22 casual laborers. The project was handed over to SSDF on August 16, 2018.

Solid waste management activities were conducted in Al Alam camps 1, 2, and 3 from May 1st until August 9th, benefiting 5,042 individuals with a total quantity of 696 cubic meters of solid waste disposed. For this activity, Mercy Corps hired 22 casual laborers. Activities were handed over to SSDF on August 16, 2018.

Through solid waste management, Mercy Corps’ service contractor collected and transported the collected garbage three times a week, with three trips a day. For activities, the Government of Iraq provided a dumping site, offered by the Municipality of Tikrit.

Garbage bins: Mercy Corps reached a total of 29,651 individuals through the provision of garbage bins during the program. These individuals were the same as those beneficiaries of solid waste management activities.

Anbar governorate:

Mercy Corps reached 17,100 individuals through the provision of garbage bins in Anbar governorate during the award. A total of 1,800 garbage bins (1,600 garbage bins of 120 liters’ capacity and 200 garbage bins of 1,100 liters’ capacity) were provided in July 2018 to the Municipality of Saqlawiah in Fallujah district. All garbage bins were handed over to the municipality at a ceremony attended by the Mayor of Saqlawiah.

Salah Al-Din governorate:

In Salah Al-Din, Mercy Corps reached 3,994 individuals through the provision of 200 garbage bins (in addition to solid waste management activities) in four locations. A table showcasing garbage bins provided by location, month, and population reached can be found below.

Location	Garbage bins	Capacity of bins	Month	Population reached
Shaqlawa collective center	30 garbage bins	120-liter capacity	March 2018	409
Basateen camp	35 garbage bins	120-liter capacity	April 2018	2,234
Al Shahama and Karama camps	40 garbage bins	40-liter capacity	July 2018	232
Al Alam 2 Camp	15 garbage bins	120-liter capacity	July 2018	337
Al Alam 3 Camp	80 garbage bins	40-liter capacity	July 2018	782

Rehabilitation of WASH Infrastructure in Schools: During the program, Mercy Corps worked in close coordination with the Directorate of Education (DoE) and local authorities to identify schools in need of WASH infrastructure support. The purpose of Mercy Corps’ rehabilitation of WASH infrastructure in schools was to restore facilities to their operational state before being damaged by years of conflict. Through its efforts, Mercy Corps reached 7,957 students (3,757 students in Anbar and 4,200 students in Salah Al-Din) through rehabilitation of WASH facilities.²⁷

Following technical assessments at each of the schools and a review of student population data to ensure gender balance, the WASH team selected 31 primary schools across the three governorates of operation for prioritization

²⁷ Rehabilitation in schools included repair of broken walls (plaster), replacing broken commodes, providing ceramic hand-washing facilities, removal of debris on site, replacing tiles, repairing and installing flash tanks, repairing water taps and connections with water storage tanks, replacing sewage pipe networks from commode to septic tanks, repairing and replacing doors of latrines, cleaning and repairing water storage tanks, installing new water storage tanks, installing water pumps, installing exhaust fans, and replacing joints, elbows, electric connections etc.

of WASH infrastructure rehabilitation (eight²⁸ in Anbar, 15 in Ninewa, and eight in Salah Al-Din). This was lower than the target of 40 schools and was due to the unexpectedly higher cost and greater need of rehabilitating school WASH infrastructure, compared to what had originally been budgeted. Upon completion of the tendering process for all 31 schools, Mercy Corps found out that all 15 schools identified in Ninewa had been allocated to other organizations for rehabilitation by the DoE. In an effort to reach other schools in need of WASH infrastructure rehabilitation, Mercy Corps selected 11 additional schools in Anbar governorate and began the tendering process again for contractors. However, as the tendering process took longer than expected, due to Bill of Quantities (BoQ) verification by the DoE, Mercy Corps was forced to stop the contracting process for these additional 11 schools. This enabled the program to rehabilitate only 16 schools (eight in Anbar and eight in Salah Al-Din), instead of the intended 40.

Due to this frustration, in part because of the lengthy process of approvals by the DoE and in part because of lack of coordination inside and outside of the WASH cluster, Mercy Corps led the development and launch of a WASH in Schools Working Group, piloted in Tikrit, Salah Al-Din. Through this working group, main WASH actors, including Save the Children, Oxfam, and the Danish Refugee Council, have worked to coordinate the rehabilitation of sanitation facilities for 249 schools in the past ten months. This working group has also improved communication amongst actors to ensure that no duplication occurs in the future. The group was so successful that the national-level WASH cluster asked Mercy Corps to expand the working group to other governorates. The first meeting of the Anbar working group was held in Ramadi in the first week of November 2018. Mercy Corps is hoping to establish this working group in Ninewa governorate in the coming award. However, to address the coordination issues in Ninewa governorate while the working group is starting, Mercy Corps, as co-lead of the WASH cluster in the Kurdistan Region of Iraq (KRI) and Ninewa governorate, will specifically raise WASH infrastructure in schools as an area for further communication and coordination efforts.

A breakdown of the schools rehabilitated by governorate, district, and students reached is as follows:

Anbar governorate			
District	School	Dates of Rehabilitation	Students
Al Sufia	Al Tamadun Primary School	March/April 2018	577
Al Wafa	Zaid Bin Khatab Primary School	April 2018	422
	Al Eshee Primary School	April 2018	411
	Al Jabha Primary School	May/June 2018	235
Al Obaidi	Al Amar Primary School	April/May 2018	565
Al Obaidi/Al Qaim	Al Jeel Primary School	April/May 2018	712
Al Jazeera	Saif Al Maerifa Primary School	April 2018	390
Zanquraa	Al Yaman Primary School	April 2018	445
Salah Al-Din governorate			
District	School	Dates of Rehabilitation	Students
Baiji	Abo Thir Al Ghafari Primary School for Boys	April/May 2018	267

²⁸ This number was mistakenly listed as nine in the semi-annual report. It has been corrected here to show Mercy Corps' prioritization at the time.

	Al Warkaa Primary School for Boys and Al Warkaa Primary School for Girls	April/May 2018	513 (267 boys and 246 girls)
Shirqat	Al Shirqat Primary School for Boys	April/May 2018	612
	Akah Primary School for Boys and Girls ²⁹	April/May 2018	921
	Al Numan Bin Al Munthir Primary School for Boys and Girls ³⁰	April/May 2018	517
Tikrit	Toyour Al Janah Primary School for Girls	April/May 2018	600
	Haroon Al Rashid Primary School for Boys	April/May 2018	450
	Abo Firas Al Hamadani Primary School for Boys	April/May 2018	320

Hygiene promotion: Mercy Corps reached 32,050 individuals with hygiene promotion activities during the award, excluding mass media campaigns as part of global events celebrated in schools and solid waste management campaigns. All of the targeted beneficiaries in camps, collective centers, and schools received hygiene kits alongside hygiene promotion activities. Mercy Corps overreached on hygiene promotion activities, as it distributed 9,800 more school kits than expected and 1,364 more hygiene kit one-offs and consumables than expected. In addition, Mercy Corps initially intended to distribute hygiene kit one-offs and consumables to the same households throughout the award. However, due to the gap-filling approach, the program distributed these kits to 12,250 unique households, conducting hygiene promotions sessions alongside these distributions for approximately one individual per household. As a result, Mercy Corps exceeded the intended target by 19,783 individuals.

During the program, hygiene promoters were recruited from within the local community and provided trainings and essential materials to conduct hygiene promotion sessions. Pre- and post-Knowledge, Attitudes, and Practices (KAP) surveys were done for a sample size of beneficiaries prior to any hygiene promotion sessions, in order to show the improvement in knowledge amongst attendees. Hygiene sessions were designed according to target audience, age group, gender and previous knowledge. Interactive activities were developed for each target group (i.e. quiz competitions or games for children and focus group discussions for adults). Similarly, different approaches were used for literate and illiterate beneficiaries (i.e. discussions with staff or pictures showcasing proper hygiene techniques). All sessions covered themes on hygiene awareness and hand-washing.

In Schools: Interactive activities were designed for children in school, like drama performances and quiz competitions. Teachers were involved in all sessions in order to ensure that students felt comfortable. These sessions also acted as a learning experience for educators. Events were held in schools for important global days, like World Water Day, which had 600 attendees in Al Toyour Al Janah School in Salah Al-Din. During this event, various activities were organized and awareness-raising was done via songs and performances, in collaboration with the DoW and head master of the school. Hygiene promotion activities in schools were phased out in May 2018, at the end of the school year.

In Camps and Collective Centers: Interactive sessions were also held in camps and collective centers, in order to determine the previous knowledge of participants. Hygiene sessions were designed as focused discussion groups, where all attendees could contribute based on their knowledge and interact with others in the sessions. Special sessions were held on menstruation hygiene management (MHM) for women. Mercy Corps trained female staff on key topics related to MHM in order to hold these sessions. Small group meetings were done with females to ensure that they had a proper understanding of MHM and information available to them.

²⁹ As school facilities in Iraq are limited, oftentimes schools are used in two shifts during a day. The first shift for this school was used to teach boys (430 students) and the second shift was used to teach girls (491 students).

³⁰ The first shift for this school was used to teach boys (286 students) and the second shift was used to teach girls (231 students).

Water storage tanks and platforms: During the award, Mercy Corps assisted a population of 33,574 individuals in Kilo 18, Haj Ali, and Basateen camps through upgrading water storage tanks and platforms in camps in Anbar, Ninewa, and Salah Al-Din.

In Anbar governorate, Mercy Corps upgraded 84 platforms for water storage tanks in Kilo 18 camp in Ramadi district. Of the storage tanks installed, one tank was of 5,000-liter capacity, 14 tanks were of 1,000-liter capacity, and 69 tanks were of 2,000-liter capacity. Upgrading water platforms in Kilo 18 decreased risk of contamination and increased the access of clean water in the camp.

In Ninewa, Mercy Corps provided 42 water storage tanks (with six water taps each) and 30 hand-washing units in Haj Ali camp. Provision of storage tanks was done to replace old/broken storage tanks and to increase storage capacity within the camp.

In Salah Al-Din, Mercy Corps provided 18 soak away pits (gravel pits underneath water tanks to catch drainage) in April 2018 and supplied 100 water taps in July in Basateen camp based on identified gaps and the request of camp management. These taps will be used for replacement on water storage tanks when current taps are damaged or broken. The items listed will be used by camp residents to access safe water for drinking.

Logistics Support and Relief Commodities: Over the period of performance, 149,089 individuals were provided with non-food items (NFIs) by Mercy Corps' WASH programming, of which many individuals received more than one kit (i.e. seasonal and hygiene kit one-off or seasonal and hygiene kit consumable). This number includes:

- 6,115 households receiving **winter kits**;
- 7,861 households receiving **summer kits**; and
- 12,250 households receiving **basic hygiene kits** and/or **baby kits**, and 19,800 students receiving **student hygiene kits**.

Winter kits: During the program, 6,115 winter kits were distributed in Anbar governorate (Kilo 18 and Al Qaim City Center) and Ninewa governorate (Jedda camps). In October 2018, Mercy Corps began coordination with the Shelter and NFI cluster to identify winter kit needs across program operation areas. Gaps were identified in both Kilo 18 and Jedda camps, where few partners were able to respond. In coordination with the cluster and camp management for both camps, Mercy Corps committed to providing winter kits to the entire populations of Kilo 18 camps A and B, and Jedda camps 1 and 2. This commitment later increased to include Jedda camp 3, as the cluster and camp management were unable to find other partners able to support. Early in the award, Mercy Corps realigned funding originally allocated for mobile kits to be able to reach vulnerable families across both sets of camps. All kits were tailored based on the specific needs of camp populations, taking into consideration items that were received by residents through distributions conducted earlier in the year.

Anbar governorate:

In November 2017, Mercy Corps procured two different types of kits intended for residents in Kilo 18 camps A and B. Distributions in Kilo 18 were conducted in December 2017 with 169 kits distributed in Kilo 18 camp A and 1,069 winter kits distributed in Kilo 18 camp B.

At the request of camp management at Kilo 18, Mercy Corps procured additional kits for residents in Kilo 18 camp B, as more arrivals were expected in that camp. In January 2018, following no new arrivals in Kilo 18 camp B, and alongside the inability to distribute cash assistance in the newly retaken area of Al-Qaim in western Anbar³¹, Mercy Corps quickly mobilized its team for a winter kit distribution in the District City Center (Husaiba) of Al-Qaim. Following a household assessment of shelter needs in out-of-camp settings, Mercy Corps distributed winter kits to 316 households in the district over two days in mid-February 2018.

³¹ Mercy Corps, and all other Cash Consortium for Iraq (CCI) partners, were unable to distribute multi-purpose cash assistance in this district in early 2018 as the markets in the area were not yet functional.

Ninewa governorate:

In November 2017, Mercy Corps procured winter kits, separate from the ones identified for Kilo A and Kilo B camps in Anbar, for Jedda camps 1 – 3 in Ninewa. Distributions in Jedda camps 1 – 3 took place in December 2017 and reached a total of 4,212 households. Due to a remaining stock, a final distribution was conducted in March 2018 to 180 newly arrived households in Jedda camps 1 - 3.

Summer kits: During the award, Mercy Corps distributed 3,800 summer kits in Anbar and 4,061 summer kits in Salah Al-Din from June 2018 to August 2018 to approximately 60,530 individuals. At the request of and in consultation with the Shelter and NFI cluster, Mercy Corps intervened in camps and collective centers to fill gaps left by other WASH partners. In Anbar and Salah Al-Din, Mercy Corps coordinated with Catholic Relief Services (CRS) and the UN’s International Organization for Migration (IOM) to identify and agree upon intervention areas. Mercy Corps decided not to provide summer kits in Ninewa governorate, as the government showed intentions of covering gaps in Ninewa. As expected, the government started summer kit distributions in Jedda camps as Mercy Corps started distributions in Anbar and Salah Al-Din.

Once being informed of the need for summer kits, Mercy Corps procured all kits within two to three weeks of agreement with the WASH and Shelter and NFI clusters. All kits were distributed in June, July and August 2018. Mercy Corps adapted the kits for both governorates to ensure that the kits were providing beneficiaries with their most needed items.

Anbar governorate:

In Anbar governorate, a total of 3,800 summer kits were distributed across camps and collective centers in Ramadi and Fallujah districts in July and August 2018. These kits reached 29,260 individuals with jerry cans, a solar lantern, and a cool box. Mercy Corps added sun shades and ropes to the summer kits due to the high temperatures reported in Anbar, after consultation and approval from the Shelter and NFI cluster. Though Mercy Corps was providing water for Bzebiz camps during summer kit distributions, summer distributions in the camps were handed over to CRS, as the organization had done detailed assessments of summer needs in the camps. In all camps across Anbar, however, Mercy Corps recognized that the contents given in summer kits differed across international organizations and also differed with the government provisions. While Mercy Corps provided the standard cluster-recommended provisions, the government provided water coolers, and CRS and IOM provided kitchen sets. However, the program saw no challenges or concerns with this inconsistency as kits were standardized across each camp (and only differed with other camps in the governorate).

Anbar governorate				
District	Name	Camp/Collective Center	Month of Distribution	Kits Distributed
Ramadi	Al Ghabat	Collective Center	July 2018	42
Ramadi	Habbaniya Tourist City (HTC)	Camp	July 2018	1,755
Ramadi	Khaldiva	Camp	July 2018	468
Ramadi	Kilo 18	Camp	August 2018	606
Fallujah	Amrivat Al-Fallujah	Camp	August 2018	929

Salah Al-Din governorate:

In Salah Al-Din, Mercy Corps distributed 4,061 summer kits to 4,061 households in 18 locations (four camps and 14 collective centers). These summer kits reached a total of 31,270 individuals with vital summer goods including jerry cans, a solar lantern, and a cool box. Solar lanterns were also distributed as part of the summer kits package due in large part to protection concerns. As most collective centers (and some camps) lack electricity, solar lanterns were essential in keeping women and children safe.

Mercy Corps continued to make recommendations to the WASH cluster on kit items, as needs arose in camps.

Salah Al-Din governorate				
District	Name	Camp/Collective Center	Month of Distribution	Kits Distributed
Shirqaat	Al Shahama and Karama	Camp	June 2018	565
Shirqaat	Basateen Camp	Camp	June 2018	292
Tikrit	Shaqlawa Collective Center	Collective Center	June 2018	291
Tikrit	Al Alam 1, 2, and 3	Camp	July 2018	599
Tikrit	Al Arbeen Street School	Collective Center	July 2018	18
Tikrit	Al Fourqan School	Collective Center	July 2018	13
Tikrit	Al Qudissiyah Kindergarten (Unfinished School)	Collective Center	July 2018	10
Tikrit	Al Qudissiyah Network Building	Collective Center	July 2018	9
Tikrit	Al Zohur Street School	Collective Center	July 2018	23
Samarra	Balad Train Station	Collective Center	July 2018	70
Tikrit	Al Maliaa Orphanage	Collective Center	July 2018	19
Tikrit	Al Bareed Post Building	Collective Center	July 2018	14
Tikrit	Qoupaa School	Collective Center	July 2018	83
Tikrit	Al Maiari Building	Collective Center	July 2018	16
Tikrit	Dream City	Collective Center	July/August 2018	825
Tikrit	Al Qudissiyah Complex	Collective Center	July/August 2018	1,159
Tikrit	Al Souk Al Easri	Collective Center	August 2018	55

Hygiene kits: During the award, Mercy Corps distributed four types of hygiene kits across governorates in camps, collective centers, and schools: one-off hygiene kits, consumable hygiene kits, baby hygiene kits, and school hygiene kits. One-off, consumable, and baby hygiene kits were distributed in camps and collective centers in Anbar and Salah Al-Din. School hygiene kits were distributed to students in schools in Anbar, Ninewa and Salah Al-Din. Across the operation areas, 4,500 one-off hygiene kits were distributed, 15,000 consumable hygiene kits were distributed, 2,500 baby hygiene kits were distributed, and 19,800 school hygiene kits were distributed. One-off hygiene kits were given to households once, in the first round, to provide a basic assortment of hygiene items that could be refilled through consumable kit distributions. Consumable hygiene kits were given to households in rounds, in order to “top-up” the basics provided in the one-off kit, like soap and toothpaste. Baby hygiene kits were also given in rounds, with soap, diapers, and wet wipes, in order to provide the basic needs for households with babies. Though both consumable and baby hygiene kits were intended initially to be given in consecutive months to families who had received one-off hygiene kits, Mercy Corps began using a gap-filling

approach when distributing these kits, following other WASH actors' inability to cover all camps with hygiene kits or inability to cover them consistently. Therefore, some families received multiple rounds of consumables from Mercy Corps, and other families received only one or two rounds. Finally, school hygiene kits were given to students once, in schools, in conjunction with hygiene promotion sessions done by Mercy Corps staff.

Anbar governorate:

Hygiene Kits (Out of Schools): In Anbar governorate, 4,500 one-off hygiene kits, 8,600 hygiene kit consumables, and 2,000 baby hygiene kits were distributed in 60 sites (as listed below). During distributions in Anbar, Mercy Corps faced minor challenges (damaged kits and lengthy truck loading times) with the transport of hygiene kits. In response to the damaged kits, Mercy Corps held a meeting with the supplier, who agreed to either re-package or replace the kits that had damaged packaging. To prevent further delays when loading trucks, Mercy Corps requested to load the trucks one-day in advance prior to the distribution.

School Hygiene Kits: In addition to hygiene kits distributed in camps and collective centers, 6,000 school hygiene kits were distributed in 29 schools³² across Al Qaim, Ramadi and Heet districts as part of this award. These kits benefitted 6,000 students (318 across two schools in Al Qaim, 5,132 in 25 schools in Ramadi, and 550 in two schools in Heet). These locations included 5 schools (Al Jebha, Al Eshaa, Saif Al Maarifa, Al Jeel, and Al Tamadun) which were selected for rehabilitation of WASH facilities. The kits were distributed in May 2018.

Anbar governorate				
Name	Camp/Collective Center	Type	Month	Kits Distributed
Bzebiz (camps 1-12) and 6 Collective Centers	Camp and Collective Center	One-off	May/June 2018	2,668
Amriyat Al-Fallujah (32 camps)	Camp	One-off	July/August 2018	303
		Consumable		7,054 ³³
		Baby		1,688
Kilo 18	Camp	One-off	July 2018	749
		Consumable	August 2018	1,212 ³⁴
		Baby		204
Khaldiya (6 camps)	Camp	One-off	July 2018	576
		Consumable	August 2018	320
		Baby		100

³² The schools in which hygiene kits were distributed are as follows: Abu Hanefa for Girls, Abu Hanefa for Boys, Al Resool, Al Ezza, Al Zehraa, Al Hekma, Thabit Bin Qays, Ahmed Shawqi, Al Iffah, Zawraa, Khadeeja, Al Ghaseq, Osama Bin Zaid, Khalid, Erwa Bin Alzubair, Amina Bint Wahab, Al Intesar, Al Mualmen, Al Rimah, Al Jebha, Al Eshaa, Saif Al Maarifa, Al Jeel, Al Tamadun, Al Ghafar, Yaman, Ziad bin Al Khatab, Al Emar, and Sumer.

³³ 3,598 households received a first round of consumable kits and 3,456 households of these households received a second round of consumable kits.

³⁴ 606 households received a first round of consumable kits on August 1, 2018 and the same households received a second round on August 16, 2018.

Al Ghabat	Collective Center	One-off	July 2018	53
Shuqaa	Collective Center	One-off	July 2018	129
Sinaat	Collective Center	One-off	July 2018	22
		Consumable	August 2018	14
		Baby		8

Ninewa governorate:

School Hygiene Kits: Mercy Corps distributed 8,913 school hygiene kits in 28 schools³⁵ in Ninewa during the award. While 9,000 students were identified for hygiene kit distribution in Ninewa, distributions only took place for 8,913 students (as that was the total population of all 28 schools). The remaining 87 kits were sent to Salah Al-Din, increasing distributions in the governorate from the originally planned 4,800 kits to 4,887.

Salah Al-Din governorate:

Hygiene Kits (Out of Schools): Mercy Corps distributed 6,400 hygiene kit consumables and 500 baby kits in 16 collective centers and 3 camps in Salah Al-Din under this award.

Salah Al-Din governorate				
Name	Camp/Collective Center	Type	Month	Kits Distributed
Al Alam 1, 2, and 3	Camp	Consumable	May/July/August 2018	983 ³⁶
		Baby		108 ³⁷
Al Shahama and Karama	Camp	Consumable	June 2018	565 ³⁸
		Baby		40 ³⁹
Basateen Camp	Camp	Consumable		1,313 ⁴⁰

³⁵ The schools reached are as follows: Qidees Abdul Ahad Girals, Omer Al Muktar for Boys, Ebn Zaydoun for Boys, Al Qudos for Girls, Al Qudos for Boys, Al Qaqaa for Girls, Al Qaqaa for Boys, Juwairya Bint Al Harith for Girls, Al Jahez for Boys, Al Barada for Boys, Al Ansar for Girls, Al Abed for Girls, Al Abed for Boys, Al Falah for Boys, Al Thouwra, Al Maari for Boys, Hisham El Emam for Boys, Obada ibn Al Samit for Boys, Naim ibn Masood for Girls, Ibn Al Jazzri for Boys, Zahrat Al Madain for Girls, Omer Al Muktar for Girls, Aladnania for Boys, Abdul Wahab Al Shawaf for Girls, Abdul Wahab Al Shawaf for Boys, Abdul Rahman Al Dakil for Boys, Sharhabeel Bin Hassna for Boys, and Sharhabeel Bin Hassna for Girls.

³⁶ 983 kits were distributed to 783 households as 783 households received a first round of consumable hygiene kits (783 kits) and 200 of these households (members of Al Alam Camp 3) received a second round (200 kits).

³⁷ 108 baby kits were distributed to 87 households with babies, as 87 households received the first round of hygiene kits (87 kits) and 21 of these households received a second round (21 kits).

³⁸ All households only received the first round of consumable kits. Therefore, these 565 kits reached 565 households.

³⁹ All households received only the first round of baby kits. Therefore, 40 baby kits reached 40 households.

⁴⁰ During the time period identified, 359 households received the first round of hygiene kit consumables (359 kits), 344 of the 359 households received a second round of consumables (344 kits), 318 of the 344 households received a third round of consumables (318 kits), and 292 of the 318 households received a fourth round of consumables (292 kits).

		Baby	April/May/June/August 2018	91 ⁴¹
Al Arbeen Street School	Collective Center	Consumable	July/August 2018	34 ⁴²
Al Fourqan School	Collective Center	Consumable	July 2018	13 ⁴³
Al Hidedeyah	Collective Center	Consumable	August 2018	37 ⁴⁴
Al Mosteen	Collective Center	Consumable	August 2018	15 ⁴⁵
Al Qudissiyah Kindergarten (Unfinished School)	Collective Center	Consumable	July 2018	10 ⁴⁶
		Baby		1 ⁴⁷
Al Qudissiyah Network Building	Collective Center	Consumable	July 2018	9 ⁴⁸
Al Qudissiyah Complex	Collective Center	Consumable	July/August 2018	1,159 ⁴⁹
		Baby	July 2018	91 ⁵⁰
Al Souk Al Easri	Collective Center	Consumable	August 2018	55 ⁵¹
Al Zohur Street School	Collective Center	Consumable	July 2018	23 ⁵²
Balad Train Station	Collective Center	Consumable	July 2018	70 ⁵³
		Baby		10 ⁵⁴
Dream City	Collective Center	Consumable	July/August 2018	825 ⁵⁵

⁴¹ 52 households received a first and second round of baby hygiene kit (104 kits), 32 of the 52 households received a third round of baby hygiene kits (32 kits), and 7 of the 32 households received a fourth round of baby hygiene kits (7 kits).

⁴² 34 kits reached 18 households as 18 households received the first round of hygiene kits consumables (18 kits) and 16 of these households received the second round of consumables (16 kits).

⁴³ All households received only the first round of hygiene kit consumables. Therefore, 13 kits reached 13 households.

⁴⁴ All households received only the first round of hygiene kit consumables. Therefore, 37 kits reached 37 households.

⁴⁵ All households received only the first round of hygiene kit consumables. Therefore, 15 kits reached 15 households.

⁴⁶ All households received only the first round of hygiene kit consumables. Therefore, 10 kits reached 10 households.

⁴⁷ This baby kit was distributed to only one household in a first round.

⁴⁸ All households received only the first round of hygiene kit consumables. Therefore, 9 kits reached 9 households.

⁴⁹ All households received only the first round of hygiene kit consumables. Therefore, 1,159 kits reached 1,159 households.

⁵⁰ All households received only the first round of baby kits. Therefore, 91 kits reached 91 households.

⁵¹ All households received only the first round of hygiene kit consumables. Therefore, 55 kits reached 55 households.

⁵² All households received only the first round of hygiene kit consumables. Therefore, 23 kits reached 23 households.

⁵³ All households received only the first round of hygiene kit consumables. Therefore, 70 kits reached 70 households.

⁵⁴ All households received only the first round of baby kits. Therefore, 10 kits reached 10 households.

⁵⁵ All households received only the first round of hygiene kit consumables. Therefore, 825 kits reached 825 households.

		Baby		69 ⁵⁶
Al Maliaa Orphanage	Collective Center	Consumable	July/August 2018	39 ⁵⁷
Al Bared Post Building	Collective Center	Consumable	July/August 2018	34 ⁵⁸
Qoupaa School	Collective Center	Consumable	July 2018	83 ⁵⁹
Al Majari Building	Collective Center	Consumable	July 2018	16 ⁶⁰
Shaqlawaa Collective Center	Collective Center	Consumable	April/May/June 2018	1,117 ⁶¹
		Baby		90 ⁶²

In addition to the hygiene kits distributed (listed above), Mercy Corps distributed a total of 1,175⁶³ kits that were from Mercy Corps’ previously funded OFDA award. Staff and transportation costs were covered under the current award, while kits were procured under the previous award. Following an urgent request from the WASH cluster, all 1,175 kits were transported to Salah Al-Din for hygiene kit distribution early in 2018. In total, these kits reached 6,050 individuals across areas of Salah Al-Din. The breakdown of where kits were distributed is as follows:

Name	Date(s) of Distribution	Kits Distributed
Fatima uh-Zuhra Collective Center	January 17, 2018	276 ⁶⁴
Shaqlawaa Collective Center	January 25 & 27, 2018	539
Balad Train Station (Collective Center)	March 11, 2018	60
Al Arbeen Street School (Collective Center)	April 16, 2018	26
Zohur Street School (Collective Center)	April 16, 2018	24
Qoubaa School (Collective Center)	April 16, 2018	79
Post Building (Collective Center)	April 16, 2018	20
Al Fourqan School (Collective Center)	April 16, 2018	17
Sewage Building (Collective Center)	April 16, 2018	25

⁵⁶ All households received only the first round of baby kits. Therefore, 69 kits reached 69 households.

⁵⁷ 20 households received a first round of hygiene kit consumables (20 kits) and 19 of these households received a second round (19 kits).

⁵⁸ 20 households received a first round of hygiene kit consumables (20 kits) and 14 of these households received a second round (14 kits).

⁵⁹ All households received only the first round of hygiene kit consumables. Therefore, 83 kits reached 83 households.

⁶⁰ All households received only the first round of hygiene kit consumables. Therefore, 16 kits reached 16 households.

⁶¹ 451 households received a first round of hygiene kit consumables (451 kits), 375 of these 451 households received a second round of hygiene kit consumables (375 kits), and 291 of the 375 households received a third round of hygiene kit consumables (291).

⁶² These 90 baby kits were distributed to 90 households who also received consumable hygiene kits.

⁶³ A total of 1,189 kits were transferred from the old award (AID-OFDA-G-16-00273) to the current award. However, some kits were damaged and remained in the warehouse in Erbil. The undamaged kits (1,175) were transferred to the warehouse in Tikrit and distributed as part of this award.

⁶⁴ This distribution total was mistakenly listed as 277 in the previous report.

Al Quddissiyah Network Building (Collective Center)	April 16, 2018	15
Al Quddissiyah Kingergarten (Collective Center)	April 16, 2018	39
Orphanage (Unfinished Building) (Collective Center)	April 16, 2018	23
Al Souk Al Easri (Collective Center)	April 16, 2018	32
Total		1,175

School Hygiene Kits:

Mercy Corps distributed 4,887 school hygiene kits in 23 schools⁶⁵ benefiting 4,887 students: 1,371 kits in 7 schools within Baiji district (2 schools were also selected for rehabilitation of WASH facilities), 867 kits in 3 schools within Shirqat district (all 3 schools were also selected for rehabilitation of WASH facilities), and 2,649 kits in 13 schools in Tikrit district (3 schools were also selected for rehabilitation of WASH facilities).

Coordination: Through identification of gaps throughout the award, and a quick response to needs in and out-of-camps, Mercy Corps demonstrated its leadership role in the WASH sector across the country, both amongst the WASH cluster and amongst peer organizations. Mercy Corps also demonstrated leadership at coordination forums, becoming a member of the SAG for the WASH cluster in Iraq. Mercy Corps is currently lead for WASH cluster coordination in Baghdad and Anbar, chair for WASH in Schools Working Group for Anbar and Salah Al-Din, is in the process of taking over the Water Treatment Plant Working Group in Anbar, and has just been named as the WASH cluster co-lead for KRI and Ninewa. Throughout the award, Mercy Corps also remained proactive in coordination forums (outside of WASH) in Anbar, Baghdad, Erbil, Ninewa, and Salah Al-Din. This included participating in the Access Working Group in Anbar and Hygiene Promotion Technical Working Group.

In order to provide gap-filling support, Mercy Corps approached organizations during coordination meetings and bilaterally to identify WASH gaps in camps and collective centers. This gap-filling approach enabled Mercy Corps to respond to the most vulnerable needs of populations in operation areas. Memorandums of Understanding were signed prior to any intervention to determine the contributions of all partners, including timelines, deliverables, and expectations. Through its quick response across operation areas, Mercy Corps has established close relationships with relevant departments, including the DoE, DoW, and municipalities', mayors' and governors' offices in Anbar, Ninewa, and Salah Al-Din. As mentioned, Mercy Corps received 11 appreciation letters from various government departments as a result of its work in operation areas.

IV. Program Performance

Using a multi-sector approach – rehabilitation of water supply and sanitation infrastructure, hygiene promotion, and provision of NFIs – Mercy Corps reached 800,882 individuals over the past year in conflict-affected communities in Anbar, Ninewa, and Salah Al-Din governorates of Iraq. Throughout the program, Mercy Corps worked quickly to provide gap-filling support and respond to immediate needs. Preferred supplier agreements with vendors for water trucking, desludging, NFIs and WASH infrastructure in camps enabled Mercy Corps to implement the program activities on a timely basis with required quality across the three governorates. In addition, existing master agreements allowed Mercy Corps to provide gap-filling water trucking support on short-notice, as well as complete latrine provision and supply NFIs rapidly and on a needs basis. A strong technical team, that was involved in the WASH cluster on the national and governorate levels, also allowed Mercy Corps to reach the most vulnerable households inside and outside of camps. These measures helped Mercy Corps to implement the program effectively and efficiently in and out of camps over the period of performance.

⁶⁵ School hygiene kits were distributed in the following schools in Salah Al-Din: Al Shirqat Primary, Akah Primary, Al Nu'man Bin Al Munthir Primary, Abo Thir Al Ghafari, Al Warkaa for Boys, Al Warkaa for Girls, Toyour Al Janah, Abo Firas Al Hamdani for Boys, Abo Firas Al Hamdani for Girls, Haroon Al Rasheed, Al Thefaf, Palestine for Boys, Palestine for Girls, Al Mansour for Girls, Al Naser, Mohammed Al Hazaa, Sumaia, Abd Al-Jabbar Al Qadhi, Al-Sadeer, Al-Najabah, Al-Tuqa, Al Alam 1, 2, 3 for Boys, and Al Alam 1, 2, 3 for Girls.

(Sector 1) Water, Sanitation, and Hygiene (WASH): Conflict-affected families in Iraq, including newly displaced IDPs, protractedly displaced IDPs, returnees, and host communities and remainees, have improved access to safe water and sanitation and demonstrate improved hygiene practices.

Through a combination of water supply rehabilitation and sanitation infrastructure rehabilitation, including water trucking, desludging activities, solid waste management, provision of garbage bins, and hygiene promotion activities, Mercy Corps ensured that vulnerable individuals in the governorates of operation had improved access to water and sanitation, and improved hygiene practices. The intended reach for this sector was 123,600 individuals. Mercy Corps exceeded this target by 581,991 individuals to reach a total of 705,591 individuals.

Sub-Sector 1.1 – Water Supply Infrastructure: Across Anbar, Ninewa, and Salah Al-Din, Mercy Corps rehabilitated six WTPs, two WPSs, and five water networks and installed five RO units. These rehabilitation efforts improved access to safe water for 557,500 individuals in both highly populated areas within operation areas (like Ramadi and West Mosul), as well as small towns and villages in Saqlawiah and Fallujah City, Anbar. This reach is roughly five times the intended target (111,600) for people benefiting from the water supply rehabilitation programs. In addition, a total of 130,991 individuals benefitted from water trucking in 22 camps and six collective centers over the course of the program, exceeding the target by 117,391 individuals. Mercy Corps' overachievement in all areas of water supply infrastructure rehabilitation and water trucking shows its ability to scale in order to fill gaps and ensure humanitarian needs are met.

Sub-Sector 1.2 – Sanitation Infrastructure: Through sanitation infrastructure activities, Mercy Corps provided 500 latrines to a population of 22,500 individuals in Jedda camps 1-6, as well as desludging in 15 camps and collective centers across Ninewa and Salah Al-Din to a population of 66,123 individuals. Solid waste management was conducted in Anbar and Salah Al-Din, reaching 29,651 individuals, along with the provision of 2,000 garbage bins in the same areas. Finally, WASH facilities in 16 schools (eight in Anbar and eight in Salah Al-Din), were rehabilitated through the program, providing 7,957 students with improved sanitation infrastructure. Through these efforts, the WASH program overreached on the total number of beneficiaries of sanitation infrastructure activities by 2,768 individuals, but was unable to reach the number of schools intended for WASH facility rehabilitation (for reasons mentioned in the **WASH Infrastructure Rehabilitation in Schools** section above). In the coming award, Mercy Corps hopes to make up for this missed target by reaching 80 schools and public health centers with WASH facility rehabilitation across Anbar, Kirkuk, Ninewa, and Salah Al-Din.

Sub-Sector 1.3 – Hygiene Promotion: Through hygiene promotion activities, 19,800 students and 12,250 adults gained a greater understanding of proper hygiene practices in 80 schools and 75 locations, including camps and collective centers, across Anbar, Ninewa, and Salah Al-Din governorates. These activities exceeded the intended targets by 19,783 individuals reached through hygiene promotion activities, as more hygiene kits were distributed than expected. In addition, a total of 42 water storage tanks, 84 platforms, and 18 soak away pits were upgraded through this award, for three camps (Kilo 18, Haj Ali, and Basateen).

(Sector 2) Logistics Support and Relief Commodities: Conflict-affected families in Iraq, including newly displaced IDPs, protractedly displaced IDPs, returnees, host communities and remainees, have improved access to essential non-food items.

In the provision of seasonally appropriate non-food item kits, as well as one-off, consumable, baby, and student hygiene kits, Mercy Corps was able to meet the needs of vulnerable households in camps, collective centers, and students in schools. Through NFI kits, Mercy Corps ensured that vulnerable households who were on the move or in areas where the markets were not functional were provided with basic items to meet their essential needs. Through this sector, Mercy Corps distributed a total of 55,776 NFI kits to 149,089 individuals, overreaching the intended overall target by 113,489 individuals.

Sub-Sector 2.1 – Non-Food Items: During the award, Mercy Corps distributed seasonally appropriate NFIs (6,115 winter kits to 27,218 individuals in camps during the winter months and 7,861 summer kits to 60,530 individuals in camps and collective centers before the heat of summer). In addition, hygiene kits

were distributed alongside hygiene promotion activities in order to improve beneficiaries' awareness of proper hygiene practices and sanitation. A total of 4,500 one-off hygiene kits, 15,000 consumable hygiene kits, and 2,500 baby hygiene kits were distributed during the award. School hygiene kits were distributed to 80 schools, exceeding the intended target of individuals reached by 9,800. As a result, vulnerable households inside and outside of camps were provided with life-saving goods to meet their needs.

V. Cost Effectiveness

Throughout the program, Mercy Corps attempted to meet the critical, basic needs of conflict-affected populations through efficiently and effectively providing water, sanitation, and NFI resources. In an effort to improve cost-effectiveness, Mercy Corps implemented activities that could be delivered at scale while providing a high impact, particularly in relation to water supply and sanitation, which were highly needed in newly retaken areas and in camps. Examples of these cost-effective activities are as follows:

- Water Pumping Stations, Water Networks, and Water Treatment Plants:** Mercy Corps selects WTPs, water networks, or water pumping stations for densely populated areas with higher water demands and with gaps in water supply; in many of these areas, rehabilitation of WTPs, water networks, or water pumping stations proves to be the only cost effective solution to deliver clean water on a consistent basis to large populations without major risk of service disruptions. While all three rehabilitations (WPSs, water networks, and WTPs) held significant lines within the budget, their impact in providing safe water to communities in operation areas was extensive and well beyond the targeted reach. One WTP rehabilitation (such as Hawai Al Kinsa in Mosul) creates improved access to water for up to 400,000 individuals. The rehabilitation work of WTPs, water networks, and water pumping stations concentrates on improving the system's capacity to provide safe water in terms of quality and quantity, to the standard it was providing water before it was damaged during the conflict. As a result of these infrastructural improvements, pumps, networks, or treatment plants rehabilitated through the program may last up to twenty years after installation.
- Reverse Osmosis (RO) Units:** Through early adaptations in the program, Mercy Corps decided to install RO units in areas in Anbar, where it was more cost effective for less sparsely populated towns and villages. Mercy Corps prefers to install RO units in areas where the cost of rehabilitating the existing water network, WTP, or water pumping station is higher than the cost of installation and operation of the RO unit. RO units are also preferable in Iraq, as the installation of RO units is more widely practiced than other techniques such as chemical oxidation, distillation, and electro-dialysis reversal. RO units also tend to be relatively easy to install and maintain due to the availability of experienced technicians, spare parts, and operation materials in Iraq. Finally, RO units can be installed in less than a week and produce clean water "on demand", reducing the overall power consumption and decreasing the amount of time needed to provide access to clean water for vulnerable populations.
- Hygiene Promotion and Sanitation Activities (Latrines, Desludging, Solid Waste Management, etc.):** Hygiene promotion activities, of which the main cost is personnel time, save considerable financial and material resources in the prevention of water and sanitation-related diseases. Hygiene promotion activities also enhance the success of other WASH interventions, including the provision of NFI hygiene kits (roughly \$4.50 per beneficiary) and the rehabilitation of WASH infrastructure in schools. In addition to these activities, the provision of pre-fab latrines, as well as desludging and solid waste management, also make a considerable impact in the prevention of disease at a relatively low cost. Combining both hygiene promotion activities and sanitation "hardware" in a WASH intervention therefore provides a significant impact at a low rate.

Where possible in humanitarian programming, Mercy Corps prefers to provide cash over in-kind assistance, as cash traditionally has lower overhead costs and can be used by households to address what they believe are their most important needs. However, the economic and military environment facing Iraq in the last six months of 2017 meant that many vulnerable households were in camps or were returning to areas without functional markets. In these instances, Mercy Corps distributed NFI kits in order to provide basic, life-saving goods for families in conflict. Through complimentary funding for multi-purpose cash assistance under the Cash Consortium for Iraq, Mercy Corps and consortium partners are providing cash assistance to households in areas where markets are viable. However, experience shows that cash assistance is also not the most appropriate modality in some areas, where military presence remains high and ethno-sectarian divisions prevail. As such, Mercy Corps will be piloting

the use of vouchers in next year's OFDA award in some out-of-camp settings. These vouchers will provide vulnerable households with the dignity to choose what specific hygiene materials they need, while being a cost-effective and efficient form of assistance.

VI. Monitoring and Evaluation

Mercy Corp's Monitoring and Evaluation (M&E) staff play a critical role in program development and implementation. The M&E staff assist the program team in making informed and effective decisions based on monitored evidence, while ensuring that the immediate needs of affected people are met with a quality and timely response. The Humanitarian M&E Manager is responsible for directly overseeing monitoring and evaluation activities throughout the program. The M&E Manager supervises a team of M&E Officers, Data Officers and Field Monitors located in the three governorates of implementation. This team is responsible for coordinating the collection of data and monitoring to ensure the program is achieving the desired deliverables as outlined in the Performance Monitoring Plan (PMP). The activities of the M&E staff during the program consisted primarily of the following:

(Sector 1) Water, Sanitation, and Hygiene (WASH) Activities:

- Assessing the WASH infrastructure needs of the pre-selected sites following selection by the WASH program team and consultation with the WASH cluster; and
- Conducting pre- and post-KAP surveys with a sample of beneficiaries targeted by the hygiene promotion sessions. The pre-KAP findings measured the previous knowledge of beneficiaries regarding key hygiene questions, while post-KAP data measured changes in beneficiaries' knowledge and practices in order to assess the effectiveness of the training and suggest key topics for future trainings.

(Sector 2) Logistics Support and Relief Commodities:

- Monitoring distributions of NFIs through a checklist including the accessibility, safety and adequacy of distribution sites, organization of the distribution, etc.; and
- Conducting Post-Distribution Monitoring (PDM) surveys with a representative sample size of beneficiaries based on a 95% confidence level and an 8% margin error of targeted households. This survey is used to understand beneficiaries' satisfaction over the distribution process, content, quantity, quality and use of items distributed for summer kits and kitchen set NFIs.

Performance Monitoring: In performance monitoring, the M&E team uses the PMP developed for this award to measure success against outputs. The PMP detailed indicators (including their official definition and calculations), sampling method and size, disaggregation needs, means of verification, responsibilities and data collection, and reporting frequency are all measured by the M&E staff working with the program. The staff use the PMP to ensure regular tracking of outputs and monitoring of progress on activity implementation. In order to operationalize the PMP, M&E staff worked in coordination with the program department to develop a set of paper tracking tools and database trackers that would be updated regularly throughout the period of implementation. To verify program indicators, Mercy Corps used verification processes, monitored check-lists, site monitoring forms, quality assurance checks, post-KAP surveys, program databases and photo evidence, depending on the type of activity. The results of these activities were presented to the program team and discussed in order to support the development of best practices and the identification of challenges to be addressed throughout project implementation.

Accountability: Mercy Corps remains committed to providing beneficiaries and community members with easy to access reporting mechanisms to report concerning situations or behaviors related to staff or programs, as well as any unlawful situations and behaviors including those related to exploitation and abuse. To ensure accountability to affected populations, Mercy Corps used a Community Accountability Reporting Mechanism (CARM) to ensure that beneficiaries had multiple communication channels to share feedback and complaints. A clearly identified complaints box was available at every NFI distribution site for individuals to provide unsolicited feedback/complaints. The desk was staffed by an M&E officer, clearly identified with signage, and positioned close to the distribution site. Mercy Corps' senior M&E staff were responsible for the investigation of all complaints. To prevent a conflict of interest, all investigations were performed by staff who are not directly involved in program implementation. In addition, Mercy Corps has a global hotline (integrityhotline@mercycorps.org) for reporting fraud, misconduct, abuse, diversion and corruption that is monitored by an internal Senior Ethics Specialist who investigates all claims.

Learning: In July 2018, the M&E staff, in collaboration with the program department, led lessons learned workshops in field offices to discuss challenges faced during the program and solutions going forward. In addition, a lessons learned session was held in the inception workshop for the new OFDA award, referenced above. Both of these series of workshops included all key members of the M&E and program staff involved in the program, as well as other departments, such as Operations or Finance.

VII. Challenges and Lessons Learned

During lessons learned workshops in major offices and sub-offices, as well as the inception workshop for the new OFDA award, challenges were consistently raised regarding programming and operation efforts in the following categories: *coordination, access, quality of services provided, and staff recruitment and retention*. While all of these issues were resolved during the award period, discussions took place during the workshops to develop mitigation strategies surrounding these challenges for the new award.

Coordination: Coordination between partners about rehabilitation and gap-filling efforts was a consistent challenge during the award. As previously mentioned, due to coordination issues in schools being covered for rehabilitation of WASH infrastructure in Ninewa, Mercy Corps was unable to hit the target for schools rehabilitated during the award. After having identified schools covered by other organizations, Mercy Corps found that many organizations rehabilitating WASH facilities in schools are taking over primary schools for WASH rehabilitation without informing coordination forums (like the WASH cluster). To solve this issue in the future, Mercy Corps has increased advocacy efforts around school coordination and has developed a WASH in Schools Working Group, operational in two governorates. In the coming award, Mercy Corps will continue to improve coordination efforts, inside and outside of the cluster system, in order to ensure that duplication issues are mitigated.

Mercy Corps faced another challenge in coordination around the gap-filling approach used during the program. While the use of gap-filling during the award was incredibly beneficial for other WASH partners and the WASH cluster, and allowed Mercy Corps to respond to emerging needs, it created a sense of urgency, and sometimes confusion, around which partners were covering what activities. With gaps being identified last minute, Mercy Corps was under pressure to provide services quickly and efficiently, sometimes in as little as 24 hours' notice. The program strengthened coordination efforts near the end of the award to ensure that enough lead time was provided for Mercy Corps (or other partners) to fill gaps as needed. In the coming award, the program team will continue to contingency plan and communicate these plans with partners frequently.

Access: Accessing areas with unstable security situations, often remotely located and requiring multiple government permissions, was a consistent challenge throughout the award. In one instance, in the town of Al Qaim in Anbar governorate, the program team was unable to access the WTP in the area for a couple of days in May 2018 due to a breakdown in the security situation, as well as requests from government authorities to stop work. After negotiating with the Mayor of Al Qaim, Mercy Corps was able to continue work in the district and access the WTP. In addition to this instance, leading into Al Qaim district, the program team was often stopped, for long periods of time, at the Shaheed Hayder checkpoint. The Joint Coordination and Monitoring Center (JCMC) focal points in Anbar and local authorities (including mayors, mukhtars, etc.) often did not share information with each other regarding coordination with humanitarian actors, leading to Mercy Corps staff being held at the mentioned checkpoint. One lesson learned from this challenge is the need for frequent, consistent and transparent coordination with local authorities in order to maintain an accepted presence in areas of operation. This coordination also enables Mercy Corps to politely reject certain requests by local authorities that would compromise beneficiary confidentiality or conflict with Mercy Corps' policies and procedures. As a result, local authorities in Anbar have a level of trust in Mercy Corps, providing an added layer of access and security.

Accessing new areas, where Mercy Corps did not previously have a presence, also proved to be challenging when gap-filling. In particular, Mercy Corps had trouble accessing camps in which water trucking monitoring was taking place. For example, following an urgent need for water in Jemma camps, Mercy Corps was able to mobilize resources, but was unable to directly monitor water trucking in the early hours of the first day it was provided. In order to address this issue, Mercy Corps signed a Memorandum of Understanding with a local partner on the ground, RNVDO, to take water quality tests for water

trucking, during the times in which Mercy Corps staff was unable to monitor in person. Mercy Corps has similarly asked other NGOs present in camps to monitor water trucking and conduct quality tests in the absence of Mercy Corps staff members.

The unstable security situation during the Iraqi Parliamentary elections on May 12, 2018 led to further access issues for the program team. Due to threats of violence in governorates of operation, Mercy Corps put operations on hold for around a week leading up to and immediately after the election. This pause, however, caused no significant delays in implementation for activities. As with attacks in Anbar and Salah Al-Din in February and March 2018 that momentarily halted activities, during May, Mercy Corps' security team ensured alternate routes were secure and additional precautions were taken to keep team members safe in high risk areas during this time, while still enabling them to access the field after restrictions were lifted.

To further mitigate access issues, Mercy Corps' monitoring approach is to conduct assessments, site visits, and quality checks whenever the window for visits to field sites is available. In addition, during the period of performance, Mercy Corps established a guesthouse in Haditha district (Anbar governorate) and opened offices in Ramadi district (Anbar governorate) and Mosul district (Ninewa governorate) to have staff closer to field sites.

Quality of Services Provided: When working with contractors, camp management, or handing over projects to the Directorate of Water, Mercy Corps found that the terms agreed upon, quality of services, or products provided were not in line with the agreed upon standards. One instance of this issue was in water trucking in Jedda camps on May 21 and 22, 2018. During this time, the contractor hired by the program provided water to the camp that had a high turbidity. In response, Mercy Corps deducted two days' payment from the supplier as a penalty due to compromised water quality. Another issue, as mentioned above, was the supply of incorrect pumps by a contractor for the WTP rehabilitation in Albu Eujur in Ramadi. As a result, Mercy Corps was forced to restart the procurement process for the correct pumps needed and deducted 10% payment from the contractor. Mercy Corps plans to conduct pump tests for rehabilitation of WTPs, prior to installation of the pumps, in the upcoming award. Mercy Corps will also continue to closely monitor contractors' work to ensure that issues like these do not arise in the future. In addition, as a quality check for contractors, Mercy Corps withholds 10% of the payment for 30 days after activity completion to ensure that the pumps, networks, and plants are operational to the level specified in the contract. Withholding the final payment until a 30-day "check-up" takes place acts as an additional layer of assurance to ensure that activity implementation is done in line with the specifications in the BoQ.

A second issue Mercy Corps faced during the program was the lack of security (and communication) surrounding warehouse facilities provided for NFI kits. As agreed in signed MoUs, NRC and RNVDO (Mercy Corps' partners in Kilo 18 and Jedda camps) were responsible for providing security for the warehouse facilities holding NFIs for distribution. In December 2017, NRC informed Mercy Corps that, following a warehouse count, \$1,000 in kits were missing from the Kilo 18 camp warehouse. Similarly, in February 2018, Mercy Corps learned that \$3,000 in kits went missing from the warehouse secured by RNVDO in Jedda camps. Following these incidents, Mercy Corps moved all kits from Kilo 18 to the Ramadi guesthouse. An additional warehouse was then rented in Ramadi to house kits that would not fit in the rub hall of the guesthouse. All of the kits were transported to the site on the day of distribution and remaining kits were brought back to Mercy Corps warehouse on the same day. Trucks were kept on the site to ensure sufficient transportation was available to transport kits back and warehouses were equipped with security guards and cameras. For kits in Jedda camps, Mercy Corps asked for additional security guards for 24-hour security and required RNVDO to raise future issues within 12 hours. With these contingency measures in place, the program faced no further issues throughout the award regarding kit security and communication.

A third issue related to quality of services provided was faced when handing over rehabilitated facilities to DoW staff. After Mercy Corps handed over rehabilitated WTPs to DoW staff, the DoW often faced significant pressure from communities to increase the supply quantity and hours of the water (particularly in the summer season). In response, DoW staff increased the supply and compromised the water quality, pumping raw water in some locations and pumping water lacking chlorination in other locations. This

issue was raised with respective DoWs in bilateral meetings and staff assured Mercy Corps that they would increase monitoring of WTPs and treat water as per the standards required. Mercy Corps will continue to monitor all rehabilitated sites and will liaise with the DoW to ensure water quality is maintained.

Staff Recruitment and Retention: In the beginning of the award, Mercy Corps faced challenges in recruiting staff, as a result of turnover from the previous award, as well as the length of security clearances and background checks when hiring. A few key positions, including the Head of WASH Programs and one project manager, took multiple months to fill. In addition, the retention of staff proved to be a challenge as well, as staff sometimes found higher paying jobs or moved to another program within Mercy Corps. However, at present, almost all staff from this award have transferred to the new award and almost all positions are filled for the newly started program. In order to retain staff during the program, the program team is working to provide further capacity-building trainings in order to invest and grow the talent present.

Despite these identified challenges, Mercy Corps was able to respond to the needs of vulnerable populations rapidly and effectively, through water supply and sanitation infrastructure rehabilitation, hygiene promotion, and non-food item kit provisions. The lessons learned from the aforementioned challenges will enable Mercy Corps to continue to improve programming and support efforts in the new OFDA award.

VIII. Appendices

Appendix 1 – Success Story 1: Winterization Kits for the Newly Displaced

Appendix 2 – Success Story 2: Reaching the Newly Retaken Al Qaim District

Appendix 3 – Success Story 3: Menstrual Hygiene Management in Kilo 18

Appendix 4 – Success Story 4: Providing Water to 400,000 in West Mosul

Appendix 5 – Success Story 5: Creating a Platform for WASH in Schools

Appendix 6 – Third Party Final Evaluation: Evaluation Services for Mercy Corps in Iraq

Appendix 7 – Response Letter: Evaluation Services for Mercy Corps in Iraq

Appendix 8 – Post-Distribution Monitoring Factsheet