



**Mid-Term Evaluation Report**  
**Emergency Response Support to people**  
**affected by Typhoon Ketsana in Vietnam**  
**ActionAid Vietnam**

Pham Nguyen Thanh, October 2010



“The report has been financed by the Disaster Emergency Committee (DEC). The comments contained herein reflect the opinions of the consultant only”

## Table of content

	page
Executive summary	3
1. Introduction, objective and methodologies of the evaluation mission	7
1.1. Background	7
1.2. Objectives of the evaluation	7
1.3. Methodologies	7
II. Evaluation results	8
2.1. Achieved activities	8
2.2. Variations to the plan	12
2.3. Relevancy of activities	13
2.4. Efficiency and effectiveness	13
2.5. Project management, monitoring and evaluation	15
2.6. Accountability and transparency	16
2.7. Beneficiary participation	16
2.8. Capacity building	16
2.9. Limitations	17
III. Conclusion and recommendations	17
3.1 Conclusions	17
3.2. Recommendations with AAV's feedback	18
Annex 1: Terms of reference	20
Annex 2: Questionnaires	26
Annex 3: List of interviewees	28
Annex 4: Case studies	30

## Executive summary

The Ketsana typhoon that struck Central Vietnam on 29 September 2009 caused huge human loss and property damage in a large area. According to the National Committee of Flood and Storm Control, there were 172 cases of human loss and 860 of injury. An estimated economic loss in all affected provinces was equivalent to 14,312 billion VND – US\$ 795m. Right after the disaster took place ActionAid Vietnam (AAV) was present in the most damaged provinces to help the victims of the typhoon. The project "Emergency Response Support to Cyclone Ketsana affected people in Vietnam" was launched with financial support from the Disasters Emergency Committee (DEC) in October 2009. The project was implemented in four districts of Quang Nam and Kon Tum provinces, covering 17 most seriously affected communes in the area. This mid-term evaluation was conducted by Mr. Pham Nguyen Thanh, from 20<sup>th</sup> September to 15<sup>th</sup> October 2010. The purpose of the mid-term evaluation was to assess the effectiveness of the project so far to improve the implementation of phase 2 and any similar project in the future. Qualitative research methods were employed in this evaluation mission. A combination of different methods including a desk review, beneficiary group discussions, key informant interviews, case studies and direct observation was used. For the field visit 2 communes in each district were selected. The following is a summary of the findings and the main conclusions by the consultant.

### Main conclusions

*-The project's objective and activities are relevant to the immediate and long-term needs of the victims of the typhoon.*

The activities and objectives of the project were planned based on a needs assessment and consultation meetings with local stakeholders of the four districts. Though there were other urgent needs proposed by local authorities such as the reconstruction of roads and bridges, the restoration of paddy fields and the resettlement of people living in damaged houses, the activities selected for the DEC project were the most appropriate selection to be achieved with limited resources (financially, human resources and time).

*- The activities are effectively implemented.*

The number of beneficiaries, set out at the start, increased and there were relatively low overhead costs while the quality of the provided support packages remained as planned. An appropriate procurement procedure ensured that money was saved and more beneficiaries reached. The number of households receiving food packages and health care services was significantly higher than planned.

*- The most vulnerable groups in the communities are supported to overcome their immediate difficulties and to enhance their disaster coping capacity.*

The beneficiaries of the project are among the most vulnerable people who lost their house and other properties in the disaster. These households had no food and no roof above their head after the typhoon. The food and non-food items packages helped to satisfy the urgent needs of the victims. Roofing and house repairing packages helped the victims with shelter. Seed, livestock and small trade packages are contributing to generate food and cash income for single women, female headed households and people with disabilities.

*- The coordination and management mechanisms of the project are effective.*

The project was executed by the Project Management Unit (PMUs) using a rights based approach and AAV took on the responsibility to monitor the project. This has been an efficient way of working. The PMUs have been able to mobilize the necessary human resources to implement the activities and AAV staff members have had enough time for monitoring and providing technical support. There has been no overlap of activities with others organisations. The only complaint in management and coordination has been pending money transfers from AAV to PMUs to pay for goods and services supplied.

*- The project is implemented in an accountable and transparent way.*

Hard and soft copies of all relevant documents are available at PMU and commune people committee offices. Minutes of meetings and lists of beneficiaries are signed by representatives of the beneficiaries. Beneficiaries were able to check the quantity and quality of the items included in the distributed packages. The selection of beneficiaries was done transparently by village meetings. Final lists of beneficiaries and general information of the project were posted at commune offices. Most of beneficiaries know the money value of the package they received. There has been no complaint from the community or individual beneficiaries about the project implementation so far.

*- The capacity of local agents on disaster preparedness has been improved.*

Members of PMUs, government staff of district and commune offices, are gaining much needed experience in emergency response and disaster management. They have also been trained by AAV experts in project management; rights based approaches to an emergency response and in psychosocial care. Local suppliers' capacity in providing goods and services during an emergency response was also enhanced.

*- The level of participation of beneficiaries is high in most of the activities.*

Beneficiaries and local authorities are actively participating in the project implementation and all stakeholders seem to be fully on board. A participatory approach has been applied in all the stages of the project from designing to implementing and monitoring. Beneficiaries were involved in designing house models, selecting seeds, livestock breeds, and their own representatives of the community monitoring boards. AAV has been holding regular consultations with beneficiaries through field trips. For project management purposes a monthly meeting is held at the district office with the participation of commune Project Management Units and representatives of AAV to review the progress and quality of implementation and to make decisions

*- Code of Conduct and Sphere standards are strictly followed in project implementation.*

The project so far has satisfied all the requirements of the Code of Standards. Project sites and beneficiaries were selected based on the seriousness of damages and losses caused by the typhoon. Objectives and activities of the project are aimed at helping the victims of the typhoon only. Culture and customs of the beneficiary communities are respected. The project also attempted to build local capacity by cooperation with local authorities in management, mobilization of local staff, procurement of goods and services from local suppliers. Beneficiaries fully participated in all stages of the project circle. Local people got involved through designing models for storm resistant houses, disaster mapping, community based disaster risk reduction planning, and other activities. From a technical point of view all the packages delivered for the project satisfied the minimum standards on food aid, non-food items, housing and resettlement, and health services.

## **Key recommendations**

- AAV should continue to apply the same coordination and cooperation mechanisms in similar projects in the future. However, AAV should try to avoid delaying money transfers to avoid problems for partners in implementing the activities.
- It is clear that all the objectives of the project were achieved. However, there are opportunities to improve results.

Key recommendations are as follows:

### *For improving the effectiveness of the implemented activities:*

- The safe house models are useful for building awareness on disaster preparedness and especially as visual examples for communities to follow. It would be good to attract more attention to them by setting up an information board about the function of the model house and key information on typhoon resistant techniques.
- AAV should work more closely together with the PMUs on the issues of delayed installation of doors and windows of some of the houses. In Tu Mo Rong district it would be good if financial aid could be mobilized from the project to provide for doors and windows because the beneficiaries have no cash income.
- In Tu Mo Rong and Dak Glei districts it would be good if the project could also provide veterinary services for pigs because this service is rather expensive and/or is not available (only for cattle). The health of the pigs is a big concern for the beneficiaries.
- A training session on accounting (book keeping or simple accounting) should be organised for beneficiaries of small trade packages in Tu Mo Rong, especially because these small traders are new to the local people.
- In addition to the education material package, more books for pupils and schools would be useful because textbooks are not available in the communes and districts.
- Because different packages of support were started at different times, the beneficiary selection for every package was conducted separately resulting in holding too many village meetings. It would have been better to have one beneficiary selection meeting in the village for all the packages to save time and speed up the progress of project implementation.

### *For improving capacity on disaster management:*

- A training session on disaster resistant building techniques would be helpful for local contractors, local builders and staff of agencies involved in construction. More houses will need to be built by local people or by resettlement programmes but so far the design and materials which are widely used in the project area are not resistant to typhoons, causing a high risk of houses being damaged.
- In the two project communes of Tu Mo Rong a lot of the water supply systems are broken and the cost for repairs and maintenance services is high. Setting up a water supply

maintenance team with participation of beneficiaries would help to sustain not only the water system supported by the project but also all other water supply systems in the area.

- Disaster mapping of the Tu Mo Rong district could be done instead of Kon Tum province to make use of the outcomes of participatory vulnerability assessment (PVA) and disaster risk reduction (DRR) which is being implemented in this district. The process of disaster mapping in this district should be documented for sharing with other organizations in the disaster working group and for other districts of Kon Tum.

- Further training on PVA and facilitating of DRR planning for the three districts of Nui Thanh, Hiep Duc and Dak Glei could be seen as a follow up activity of Phase 1 to enhance capacities of local people in disaster management. Disaster management capacity of the communities in these three districts is still insufficient and local authorities wish to continue the cooperation with AAV in this sector for a longer term.

#### *For improving transparency and accountability*

- Though transparency is observed to be very good, there is a minor recommendation that the posters, list of beneficiaries and any published documents should be in place at the village hall, mainly because some villages are far away and local people rarely visit commune offices.

- For the procurement procedure three quotations should be collected by three stakeholders including AAV, PMU and the monitoring committee of the community. Involvement of beneficiaries in procurement will help to improve both the accountability and participation of the community.

#### **Learning lessons**

- Close cooperation with local authorities and agencies is crucial for the achievement of the project's objectives within a short period of time. Many staff can be mobilized from different units of the district to support the project implementation when necessary.

- One safe model house was built with a rather high cost (double cost compared to designed cost of the model) due to the fact that the family considered it as an opportunity to build a better house, so they borrowed money to build it. There should be a stronger commitment from beneficiary households to follow the terms of reference.

- For the purpose of demonstrating building techniques the location of only one model is not practical if people need to visit easily. A detailed description of the technique with the cost for construction is also important for those wanting to use the model for their own house.

- In Vietnam, Tet holiday (traditional Lunar New Year) should be taken into account in project planning to avoid delay in implementation of activities. During the period from two weeks to one month before and after Tet, local people usually do not involve in "important issues"

## **I. Introduction, objective and methodologies of the evaluation mission**

## 1.1. Background

Ketsana storm (storm No.9) happened on September 29<sup>th</sup>, 2009 and caused severe damage for people, property and a large area of production including a number of Central provinces and Western Highlands in Vietnam. Kon Tum and Quang Nam are the two provinces that suffered the most serious damage. However, the recovery after the storm has been slow due to the poor infrastructure, underdeveloped local economics and limited disaster management skills of local inhabitants and authorities. In order to assist the local residents of Kon Tum and Quang Nam to overcome the damages ActionAid Vietnam (AAV) implemented the project "Support people endured the serious damage of storm No.9" in four districts namely Nui Thanh, Hiep Duc (Quang Nam) Dak Glei, Tu Mo Rong (Kon Tum) where the most serious damage was found. The first phase of this project has been conducted from October 2009 to March 2010 with 7 supporting packages depending on the kind of damage of each region and household. 6018 households were supported with food and necessities, 246 households were assisted in repairing their houses, 528 households were supported with production and small trade recovery, 2293 people received general medical examinations from 8 health camps. Clothes and education materials were delivered to 789 pupils. Beside the physical support and health, disaster management was also the target of the project. This evaluation mission was conducted with the aim of improving the effectiveness and efficiency of the second phase and any emergency response projects in the future.

## 1.2. Objectives of the evaluation

The evaluation is to assess the implementation of the activities, including the effectiveness and sustainability of the project based on the consideration of the following aspects:

- Effectiveness and relevance of the assistance to the affected communities;
- Efficiency of the project based on cost-benefit analysis
- Challenges and constraints in implementation
- Cooperation and coordination among the partners.

In order to achieve these objectives, consultants carried out the following tasks: studying the project documents, developing data collection tools, interviewing the beneficiary households, discussing with the project management units and beneficiaries, observing the sites and activities which are in place, summarizing data and writing reports

## 1.3. Methodologies

- **Secondary data review:** Key documents available for desk review include narrative reports, final reports of project implementation of the four districts, copies of village meeting minutes, challenges and learning lessons report, Ketsana typhoon impact and relief reports of the four district people's committees
- **Semi structured questionnaires:** Used for interviewing members of project management units.
- **Interviews with questionnaire:** used for interviewing beneficiaries
- **Field visits:** for direct interaction with beneficiaries and visits: houses with new roof, two models of safer shelter, pigs and chicken delivered, small business store and goods, non-food items being used by beneficiaries

- **Group discussion:** group discussion was organised with the participation of beneficiaries and other members of the communities.
- **Case studies:** for giving true stories of several typical households that received support from the DEC project

**Debriefing:** Presentation and discussion with the district PMUs about the main findings after the field visit was made.

**Limitations of evaluation:**

- Some detailed information was not fully remembered by beneficiaries.
- The beneficiaries are living scattered in a large area which caused difficulties to organise group discussions.
- Difficult access to the project areas due to the poor quality of roads in the rainy season.
- The language barrier resulted in time-consuming communications.

## **II. Evaluation results:**

### **2.1 Achieved objectives:**

#### ***Provision of basic food items to vulnerable and affected families***

In comparison with the original plan the number of beneficiary households of food packages increased from 2500 to 4229 to meet the most urgent needs of the communities after the typhoon. The content of the food packages varied from district to district depending on specific needs of targeted communities. Generally, this package provided basic kinds of food which are widely used such as rice, cooking oil, fish sauce, seasoning and dried fish. During the evaluation, the beneficiary's interviews and discussions showed that the beneficiaries are all satisfied with the quality of the food received. Regarding the quantity, there are no differences between the actual received food and the quantity recorded in the packing note. AAV was appreciated by beneficiaries and local authorities for its timely distribution of these packages immediately after the disaster. The packages provided enough food for about 2 -4 weeks depending on the number of people in each household. After that, food relief programs of the government and other organizations continued to provide mainly rice to the victims of the typhoon.

#### ***Provision of basic non-food items to vulnerable and affected families***

1789 households received non-food items (NFI). The components of NFI package included kitchen tools, clothes, blankets, and mosquito nets. All these items were observed to be in good conditions and still being used by the local people at the time of the evaluation. Similar to the food package, beneficiaries had a packing note which recorded information about quantity, trade mark, prices of the items. There were only a few cases reported in Kon Tum where the mosquito nets were not durable. The discussion with local people reveals that apart from the above-mentioned items, they were in need of water containers, soap and eating bowls which were hard to get after the typhoon.

Case 1, Y Nghi household, Dong Nay village,  
Dak Mang commune



Y Nghi's house was destroyed almost totally by the storm. Thanks to the 167 program of the Province she received money to repair the house. However, the furniture in her house was damaged and nothing was left. She was selected as a household to be supported with a non-food package including 1 blanket, 2 nets, 3 saucepans and 1 aluminium pan. "The saucepans and pan are still good. I still use them to cook. The blanket is very warm, but the net gets quickly torn." Y Nghi showed us the saucepans in the kitchen and the blanket.



### ***Ensuring of physical safety for vulnerable people***

The total number of beneficiary households was 36, scattered in Nui Thanh, Tu Mo Rong and Dak Glei districts (in phase 1) and 27 in Tu Mo Rong district (in phase 2). The package to support the victims includes money and construction materials. For those who had repaired their houses prior to the proceeding of the project, they were repaid a part of expenses for construction materials they bought. These households had to provide evidence of their expenses to repair their house with certified signature of the local authority. This flexibility is necessary because this activity was behind schedule while people had to repair their houses as soon as they could. The total money value of this package was 15 million VND, equal to 790USD. In Tu Mo Rong houses were seriously damaged and beneficiaries had to resettle in a safer place. The package was not enough to build a house at the minimum standard. Therefore funding was added from governmental support to build a thirty-five square meter house with doors and windows contributed by the beneficiaries. At the time of the evaluation some houses have still not been fitted with doors and windows. The high cost of the doors and windows is the reason for the delay given by house owners. At the moment the cost for doors and windows in Nui Thanh district varies from 7 to 10 million VND and in Dak Glei or Tu Mo Rong from 2.5 to 4 million VND. This is a big amount for beneficiaries who are poor and suffering from the impact of a disaster.



Case 2: Ms Pham Thi Lan, 73 year old, single woman living in Binh Trung Village, Tam Hai commune, Nui Thanh district.

She lives alone and survives on the income she gets from weaving with coconut palm and catching shellfish (20,000 VND/day). She is given 120,000 VND/month by the Government to buy rice. The roof was blown off her house and a wall collapsed, everything got wet and damaged. She was helped by neighbours for shelter. With 15 million VND from the Project and 5 million VND which she borrowed her house is now quite stable and built with the support of neighbours to deal with the storm. She said: "My house is stable now and the ancestral altar is restored thanks to the support from the Project and the people from the commune and district".

Two models of flood and storm resistant houses were built in Nui Thanh district, one in Tam Hai commune and the other in Tam Hoa commune during phase 1. In design the traditional house style of the area was kept. The disaster resistant techniques were applied including a solid concrete room for storm shelter, a high floor in the concrete room for evacuation in flood, reinforced tile roof, reinforced concrete walls. Consultation with house owners, technical experts, disaster resistant housing project (Development Workshop organization) was done to meet the need of the owners and safety requirements. At the time of evaluation, the construction of the model was finished and the owners settled in their houses. They are happy with the new and safe houses. However, the doors, windows and handrail had not been installed, due to high costs - a big amount of money for poor families. People living around the model houses know that the houses are models of flood and storm resistant shelters and examples of applied disaster resistant techniques for outdoor observation. However, none of the interviewed people had information about the techniques applied inside the houses.



*Photo: Model of flood and storm resistant house with reinforced tile roof, concrete room for storm and flood evacuation. (House of Mr. Bong, Tam Hai commune, Nui Thanh district)*

208 households received roofing piece packages, 28 households more than the planned 180. The value of this package in Nui Thanh district was 4 million VND equal to 198USD (for a 35 – 40 square meters house). In Dak Gleï, the content of the package was 25 roofing pieces and 1 kilogram of nails. The roofing pieces were observed to be durable and suitable for local conditions and architecture. At the time of the evaluation, only one household in the Dak Man commune of Dak Gleï had not used the roofing pieces as they expected to build a new house funded by the government programme. Beneficiaries are all happy with this package and there has been no complaint about the quality of the roof pieces so far.

#### ***Ensuring of early recovery needs of the targeted people***

417 households received seed packages from the project. In Hiep Duc district the seed packages included rice, peanuts, corn, beans and vegetables. In Dak Gleï and Tu Mo Rong only corn seed was provided. All the seed was purchased from local well recognized companies with technical monitoring from the district agriculture extension department. Beneficiaries of seed packages reported a positive result from using the provided seeds. Only in Hiep Duc the bean and vegetable seeds did not germinate well. However, this was not

seen as a big problem because the amount of bean and vegetable seeds was rather small in comparison to rice, corn and peanut seeds.

A livestock package was delivered to 45 female headed households. In Hiep Duc the households received one small sow (weight 15-20 kg) and 10 chickens. In Dak Glei and Tu Mo Rong the livestock package included a pair of piglets. The objective of this package was to support female headed households with their animal husbandry and to introduce piglets. All the animals were vaccinated before delivering to beneficiaries. The survival rate of the pigs was high in three of the districts. By September/October 2010 several beneficiaries had sold the pig for a considerable amount of money (from 1 - 1.8 million VND/pig, equal to 60-90 USD) and started a new cycle with a new couple of piglets. This proved that the first objective of the livestock package was achieved. For the purpose of reproduction it takes about two months until the sows are mature enough for fertilization. The group discussions and individual interviews with beneficiaries showed, however, that they do not have the skills to rear pigs and do not have much knowledge in animal health care. Therefore, it is necessary to provide training for beneficiaries in pig rearing and on veterinary services to make the activities more sustainable.

At the time of the evaluation all the randomly visited small trade households, among the 66 beneficiaries who received support, were actively trading. This package included canned food for daily consumption such as instant noodles, cooking oil, fish sauce, seasoning powder, biscuits and candies. No harmful products such as alcohol, cigarettes were provided to the community. According to the interviewed people, the small trade package was very useful because the provided goods were sold quickly so they could make a profit.



Case 3 Ms Nguyen Thi Tu, Village 2, Thang Phuoc commune, Hiep Duc

Ms Tu's household is very poor and there are many children (7). She has a small store of which the roof was blown off by the storm and the goods were damaged. She received a package of goods including instant noodle, cooking oil, fish sauce and sodium glutamate. She sold all the goods in about one month. Ms Tu said "I sold the instant noodle for 2000 VND per pack, a bottle of fish sauce for 9000 VND, sodium glutamate for 18,000 VND and cooking oil for 24,000 VND. I sold at a lower price to local residents, because these goods were supported by the project so the profits seem to be not much". She gained 1,544,000 VND from her sales. Now she still continues her business.

### ***Improving health status of the vulnerable people***

This package included 8 health camps for general examinations, 3500 health posters for communication on health risks after a disaster and training on psychosocial care for 120 community volunteers. 2293 people underwent health checks by doctors from district hospitals. This number was almost double than what was planned. Some households, visited by the consultant, had posters hung on the walls and people could explain the meaning of the illustrations on the poster. Beneficiaries rated this activity very highly and wished to have it one more time mainly because health care services in the area are poor and expensive. To meet doctors in the district hospital people have to travel at long distance.

***Ensuring education for children in the disaster affected areas:***

This package had two activities: repairing 8 classrooms of two primary schools in Dak Glei and Tu Mo Rong district; 789 poor pupils received education materials. At the time of the evaluation the two schools were in a good condition and all the classroom are being used for schooling. The consultant did not have chance to talk directly with the pupils, however teachers of the schools reported that the provided materials were useful.



*Photo: Primary school of Dak Man commune, repaired with financial support from DEC project*

***Ensuring that local people develop capacity to implement the emergency response project and develop awareness on DRR***

Capacity building is seen as a cross-cutting activity aiming to improve the emergency response and disaster management capacity of local communities and authorities. Rights based and participatory approaches have contributed to achieving this objective. In addition, training sessions were organized and facilitated by AAV experts for staff of the communes and districts. All of the 8 government staff interviewed for this evaluation agreed that the experiences gained from this project and the training was valuable for similar tasks in the future. At this stage DRR is being planned at the village level in Tu Mo Rong. Vulnerability mapping for Kon Tum province, the remaining activity of this package, has been delayed because it is more complicated than expected and the allocated budget is not enough to meet the proposed cost by the consultant company with whom the TOR has been developed.

**2.2. Variations to the plan**

There are no significant variations to the initial project plan except for some minor changes:

- The beneficiaries receiving roofing sheets increased by 11 households in Nui Thanh district because the actual cost to repair roofing sheets (4,000,000VND equal to USD 190) was lower than the estimated cost (5.000.000VND equal to USD 220))
- The model houses are bigger than expected because the householders wanted to have spacious houses.
- Pigs were chosen instead of ducks for the livestock activity in Dak Glei because of the bird flu H5N1 epidemic at the time of implementation.
- A number of households received money instead of construction materials as planned. Pending the official approval from the local authorities, local people borrowed money to repair their houses because of the urgent needs. Therefore, when the project was already in progress, stakeholders agreed to provide cash grants to the beneficiary households of the

roofing piece activity in Nui Thanh district to help them to get out of debt. When this activity in Nui Thanh started people had to borrow money to buy roofing pieces to repair their houses.

### **2.3. Relevancy of activities**

Although being affected by the same typhoon, the four mentioned districts suffered from different impacts due to the differences in geographical and social setting. Therefore, the selection of supporting activities was aimed at satisfying the specific needs of each region.

Nui Thanh is a coastal district where a large amount of damage was done to houses, fishing facilities as well as aquaculture. The project's focus on repairing houses can therefore be seen as a suitable decision. Although the typhoon victims had various other needs they could cover these themselves or with the support of the government and/or other organizations or individuals.

Hiep Duc, a mountainous area, suffered damages to housing and agricultural production. However, as house damages were not as serious as in Nui Thanh district, the demand to repair houses was not the top priority. Here the livelihoods of local residents were threatened since the typhoon destroyed a large area of rubber tree forests and rice fields were inundated and swept away. For these reasons, supporting local habitants with food, seeds, animal husbandry (and some house repairing) was a wise choice.

Due to poverty levels in Dak Glei and Tu Mo Rong people built their houses with cheap materials and light roofing sheets which are easily blown away in a typhoon, even though the wind in these regions is not as strong as in coastal areas. Most damage in these districts was caused by heavy rain resulting in landslides and flash floods which resulted in serious damage of agricultural production. The recovery is still very slow. Moreover, landslides caused numerous houses to be lost and transportation within the region to be blocked. Food and non-food items were the most urgent needs here. The residents are isolated in remote villages due to the damages to the communication network and insufficient local storage of food and daily necessities - resulting from poverty in the region. Furthermore, the local infrastructure is very poor: water sources for daily activities have barely been recovered in this short time frame after the disaster. Therefore, sanitation and prevention of diseases deserves special attention here. It was very useful to distribute colour leaflets with pictures and in local languages about sanitation. Prioritising the provision of food and restoring short-term agricultural production is a necessity in such a situation. The government and other organizations worked together with AAV on the relief work. As the government has specific policies to support relocations the project has not interfered with this. The restoration of agricultural production and transportation requires long-term strategies and solid finance. Repairing rice fields and irrigation systems, and the re-constructing of suspension-bridges/drawbridges are not possible in the framework of the project due to financial limitations. However, during phase 2 of the project water systems will be repaired and land reclamation will be implemented in Tu Mo Rong district.

### **2.4. Efficiency and effectiveness**

Support received from the project is greatly appreciated by the beneficiaries. There are no significant complaints from the relevant parties. Overall, all the activities achieved their goals.

Houses have been repaired or rebuilt by the beneficiaries with the materials they received. From on site observation it is clear that all the materials were utilized. The roofing sheets are suitable for the local architecture as well as the natural condition in each region. In coastal areas, in particular, tiled roofs and coloured iron roofs were used in harmony with the

coastal climate which is highly saline. Dak Gleis and Tu Mo Rong suffer annually from strong winds and heavy rain. Therefore, the roofing sheets are thick and heavy enough to resist the regular and long-lasting strong winds in these regions.

The biggest number of beneficiaries was reached with the distribution of food and non-food items. The food was consumed within 2 to 4 weeks depending on the number of people in each household. No complaints were recorded about the quality of food. Non-food items were still used at the time of the evaluation (8 months after having been distributed).

The educational activity met the requirements of local pupils. With the participation of staff working in education the usefulness of all items distributed was ensured.

Seed packages provided high yields, especially rice and corn. Peanuts seed in Hiep Duc district offered high productivity and was pest-resistant. The vegetable seeds provided in Hiep Duc were not so highly appreciated because of their slow growing rate. The selected seed varieties were, however, in harmony with local soil and cultivation and were popular with local farmers.

The medical care activity was highly welcomed by the local people as health care services are usually unaffordable. Poor living conditions, and the fact that food and fresh water is not sufficiently available in this region increases risks of epidemic diseases. According to the interviewed beneficiaries the examinations and provision of medicine lead to early diagnosis and treatments of some diseases. Some cases would possibly have become much worse without this medical care.



*A Xinh is going to sell the second pig and begin a new circle of pig rearing.*

Case 4, A Xinh household, Dak Man commune, Dak Gleis district

His kitchen's roof was blown off, but he was not selected to be supported with a roof package since the priority went to households with more difficulties. A Xinh received a couple of pigs but mistakenly both were male. Recently, he sold one of them (70 kg) for 1,800,000 VND. The second one is now 50kg. A Xinh thought that he could sell this pig for more than 1.5 million VND, and then buy another couple of pigs. "Thanks to two pigs growing quickly, the money from selling is enough to pay for a new roof". A Xinh raised the pigs using available food from the forest, sweet potato leaves. He does not need to buy extra food for them. In addition to this he has not had to spend any money on veterinary treatment yet.

Some other small scale project activities were also efficient. The upgrading of Dak Man and Dak Sao Primary school now offers a safe, tidy and spacious place for pupils. The training programme on disaster management, emphasizing sharing experiences and discussions with AAV experts, was greatly appreciated by the participants though it lasted for only 2 days. The distribution of paper calendars in the local language, to raise people's awareness on sanitation after the typhoon, was seen as very effective. At the time of the evaluation these calendars are still being used by local people. The interviews showed that residents understand the meaning of the images as well as the words.

The procurement guideline which was developed by AAV was a useful and practical tool for improving cost effectiveness in implementing the activities. All material goods which were bought through the project at reasonable prices were assessed by a price inspection

committee with the participation of beneficiary representatives. The selection of suppliers and brands was carefully considered to minimize the costs. All the goods and services were purchased by the PMUs at a most reasonable price. As a result, the number of beneficiaries was significantly increased in comparison with the initial plan while the quality remained high.

## **2.5. Project management, monitoring and evaluation**

### ***Project management***

The PMUs received training in the rights based approach to implement the project. The PMUs attracted the participation of authorities together with professional and social organizations in managing and implementing the project. Human resources were mobilized from different organizations upon request, in accordance with the expected progress and goals. This is important as the project was implemented in a short time with a lot of activities, some of which needed to be carried out quickly. Furthermore, the project covered a wide range of activities which needed professional assistance in various fields such as construction, animal husbandry, agriculture, medical care, and education.

The rights based approach was appreciated by the local authorities and beneficiaries. This approach mobilized to the maximum the local human resources. On the one hand RBA helps to strengthen the capacity of the local staff, and on the other hand it ensures the progress of the project. AAV, due to this cooperation with PMUs, has been able to supervise and to give support effectively with a minimum number of staff. Through the implementation of this project AAV has established a good cooperation with districts and provinces in the project areas. The representatives of PMUs in the four mentioned districts expressed their willingness to future cooperation with AAV.

The only limitation in project management was the delay of fund transfers from AAV to PMUs. In order to improve this funds should be released more quickly conform to the progress of the project and the contracts with suppliers.

### ***Monitoring and evaluation***

Appropriate and sufficient monitoring and evaluation systems were established. Community monitoring was applied with regards to the reconstruction of houses and building models of flood and storm resistant houses, and to promote the implementation of the project. PMUs directly monitored the other supporting packages by assigning staff and assistants to the site. Together with the PMUs, AAV staff and technicians organized regular monitoring visits, especially on the days of the delivery of goods. The monitoring committee of the community – in collaboration with the managing staff at district level and the beneficiaries – assisted with the timely implementation of the project according to schedule, and ensured the prompt and accurate selection of beneficiary households

An M&E tool system was also developed and used during the project. Narrative reports, feedback forms, and information sheets were used for updates on the project. At the end of the project (Phase 1) a workshop was organized with the participation of the beneficiaries for comments and feedback from all stakeholders.

## **2.6. Accountability and transparency**

All the activities together with quotations, minutes/reports on the selection of suppliers, receipts, minutes of village meetings were recorded and accepted by relevant parties and local authorities. At the time of the evaluation the lists of beneficiaries, copies of contracts as well as other relevant documents were kept by the managing board.

Newsletters about the implementation of the project together with lists of beneficiaries were posted at the People’s Committee of the district. House construction or repair supported by the project was also publicly posted. All beneficiary households are aware of the total value of the grant they received irrespective of materials, goods or cash. Through group discussion and interviews it was indicated that other households in the community who were not selected to receive support packages also knew of the packages and understood the reasons why they were not selected to receive support. The selection of beneficiary households was announced publicly in meetings at village level. The beneficiary selection process was transparently done by village meetings. A final list of beneficiaries and general information of the project were posted at commune offices. In cases where the households in need exceeded the number of packages available, the drawing of lots was used to decide the final list. Each beneficiary household was provided with a coupon which contained information about the content of the package and its cost. According to reports from the managing board and interviews with beneficiaries, no complaints related to the project were raised.



*Photo: Information board of DEC project at Tam Hai commune office*

## **2.7. Beneficiary participation**

Although the duration of the project is relatively short community consultations were carried out. The managing board and the beneficiaries all contributed with their ideas – from planning to implementation of the activities – to identify specific issues relevant to each region. The beneficiaries shared their opinions in designing and choosing the expected materials. It is clear that the items selected for non-food item and small business packages are in lieu with the local people’s demands.

The suggestions of the beneficiaries and local authorities and the selection of beneficiary households attracted active participation from the local residents. So the selected beneficiaries were satisfied and accepted by the community. Furthermore, beneficiaries also participated in the project evaluation process by attending the evaluation conference at the village level and responding to the feedback sheets delivered by AAV.

## **2.8. Capacity building**

AAV focused in this project on improving capacity directly and indirectly. Two training courses on disaster management were organized in two provinces for which the participants were representatives of the board of managers at village and district levels. Attendees



acknowledged the usefulness of the training course for local disaster management as it helps to draw lessons from and share experience among different regions.

Leaflets about sanitary issues after a disaster were printed and delivered to residents in the project areas.

Almost all delivered goods and services were produced by local suppliers. Purchasing from other sources was only applied when the demands exceeded local supply. This promoted the capacity of local suppliers. Local staff, from village to district levels, had chances to improve their ability in organizing and implementing relevant activities as they participated in all stages of the project.

## **2.9. Limitations**

- It took more time than expected to get the project officially accepted by the provincial government which delayed some of the activities. Basic food and non-food packages were, however, timely delivered. The delay caused mainly much work pressure for PMUs to still finish the activities as planned.

- One safe house model in Nui Thanh district was built with a cost double than that in the plan. This variation resulted in a less effective demonstration of the model which was aimed at introducing a safely build house with a minimum cost for poor people.

## **III. Conclusions and recommendations**

### **3.1 Conclusions**

- All the activities and objective of the project were relevant to the immediate and long-term needs of the victims of the typhoon in project areas. The activities and objectives of the project were planned based on a needs assessment and consultation meetings with local stakeholders of the four districts.

- The activities were effectively implemented. Evidence of this conclusion is the number of beneficiaries and a rather low administrative cost while the quality of the provided support packages remained the same as planned.

- The most vulnerable groups of the communities in project areas were supported to overcome immediate difficulties and to enhance their disaster coping capacity.

- The coordination and management mechanisms of the project were effective.

- The project was held accountable and transparent. Hard and soft copies of all relevant documents are available at PMU and commune people committee offices. Minutes of meetings and lists of beneficiaries were all signed by representatives of the stakeholders involved. Most of the beneficiaries know the money value of the package they received. There has been no complaint from communities or beneficiaries about the project implementation so far.

- Capacity of local agencies on disaster preparedness has been improved. Members of PMUs gained much experience in emergency response and disaster management. They were also equipped with knowledge and skills on project management, rights based approach to emergency response, and psychosocial care through training sessions organized and facilitated by AAV's experts. Local suppliers were also targeted to enhance their capacity in providing goods and services for the emergency response.

- The level of participation of beneficiaries was high in most of the activities. Beneficiaries and local authorities participated actively in project implementation and all stakeholders are

fully on board. The participatory approach has been applied at all stages of the project from designing to implementing and monitoring. Beneficiaries were involved in designing of house models and in selecting of seeds and breeds, and in selecting their representatives of the community monitoring boards. AAV has had regular consultations with beneficiaries through field trips by staff and managers. For project management, monthly meetings were held at district offices with the participation of commune PMUs and representatives of AAV to review the progress and quality of implementation and to make decisions

- Code of Conduct and Sphere standards were strictly followed in project implementation.

The project has satisfied all the requirements of the Code of Standards.

### **3.2. Recommendations with AAV's feedback:**

*For improving the effectiveness of the implemented activities:*

- The models of flood and storm resistant houses are useful for building awareness on disaster preparedness and especially for communicating flood and storm resistant house building techniques. Therefore, it is necessary to attract the attention of local people by setting up a signboard informing them about the function of the model and with key information on typhoon resistant techniques.

AAV feedback: We agree with the consultant. AAV will work with Nui Thanh PMU to place a public information board at the safe house model for people's reference.

- AAV should work with the PMUs of the four districts on the delayed installation of doors and windows of some of the houses. In Tu Mo Rong it would be good if financial aid could be mobilised from the project for doors and windows for the houses because of the fact that beneficiaries have no cash income.

AAV feedback: AAV has worked with the local authority in Tu Mo Rong to lobby for a budget that will provide for doors and window sets for the beneficiaries' houses.

- In Tu Mo Rong and Dak Glei districts the project should also provide veterinary services for the pigs because this service is rather expensive and/or is not available (only for cattle). The health of the pigs was a big concern for the beneficiaries.

AAV feedback: We agree with the consultant. During Phase 2 of the project there will be a training workshop for this group of beneficiary households in Tu Mo Rong in pig rearing and veterinary services.

- A training session on book keeping for beneficiaries of the small trade package in Tu Mo Rong would be helpful because operating as small traders is new to the local people.

AAV feedback: AAV will continue to provide technical support to this beneficiary group.

- In addition to the education material package, books for pupils should be provided to schools and pupils because textbooks are not available in the communes and districts.

AAV feedback: AAV will continue to advocate for more school materials for the children with the local authorities.

- Because different packages of support were started at different times, beneficiary selections were conducted separately resulting in multiple village meetings. It would have been good if there had been one beneficiary selection meeting in the village for all the packages to save time and speed up the progress of project implementation.

AAV feedback: We agree with the consultant

*For improving capacity on disaster management:*

- A training session on disaster resistant building techniques would be helpful for local contractors, local builders and staff of agencies involved in construction. More houses will need to be built by local people or by resettlement programmes; however, the design and materials which are widely used in the project area are not resistant to typhoons.

AAV feedback: AAV will work with the local authority in Tu Mo Rong district to consider organizing this activity.

- In the two project communes of Tu Mo Rong a lot of water supply systems are often broken and the cost for repair and maintenance services is high. Setting up a water supply maintenance team with participation of beneficiaries would help to sustain not only the water system supported by the project but also all other water supply systems in the area.

AAV feedback: AAV is working with Tu Mo Rong PMU on this matter. This task has tentatively been assigned to the village disaster reduction committees which have recently been formed in the villages.

- Disaster mapping of Tu Mo Rong could be done instead of Kon Tum province to make use of the outcome of PVA and DRR activities which are being implemented in this district. The process of disaster mapping in this district should be documented for sharing with other organizations of the disaster working group and for other districts of Kon Tum.

AAV feedback: AAV will take this in consideration.

- Further training on PVA and facilitating of DRR planning for the three districts of Nui Thanh, Hiep Duc and Dak Glei could be seen as a follow up activity of Phase 1 to enhance capacities of local people in disaster management. Disaster management capacity of the communities in these three districts is still insufficient and local authorities wish to continue the cooperation with AAV in this sector for a longer term.

AAV feedback: AAV will take this in consideration for future DRR activities.

*For improving transparency and accountability:*

- Though transparency is observed to be very good, there is a minor recommendation that the posters, list of beneficiaries and any published documents should be in place at the village hall because some villages are far away and local people rarely visit commune offices.

AAV feedback: We agree with the consultant.

## Terms of Reference

### Mid-Term Evaluation

#### **Emergency Response Support to Cyclone Ketsana affected people in Vietnam ActionAid Vietnam**

### **I. Background**

When the Ketsana Typhoon struck Vietnam on 6<sup>th</sup> October 2009 ActionAid Vietnam (AAV) quickly began to respond to the disaster with local partners in the disaster hit areas. AAV expanded its programs to respond to the emergency in 4 districts: Dak Glei and Tu Mo Rong districts in Kon Tum province, and Hiep Duc and Nui Thanh districts in Quang Nam province which were identified as the most vulnerable and most affected areas. Funding support was acquired from the Disaster Emergency Committee (DEC).<sup>1</sup>

A total of **GBP 193,747 was spent during Phase 1 of the DEC funded project** from October 2009 to March 2010. The Emergency Response Program supported 6,018 households with food and non-food item support, 236 families have been provided with houses, and 394 households have been supported to regain their livelihoods. Provision of health camps has provided medical support to 8 communes.

Phase 1 covered the following activities:

- Provide Basic Food Items to vulnerable and affected families
- Provide basic Non Food Items to vulnerable and affected Families.
- Ensure physical safety of the vulnerable people.
- Ensure early recovery needs of the targeted people.
- Improve health status of the vulnerable people.
- Ensure education for children in the disaster affected areas.
- Ensure local people develop capacity to implement emergency response project and develop awareness on DRR.

#### Expected outputs in phase 1:

- 2,500 families receive basic food support (food package includes rice, noodle, cooking oil, dry fish, salt, sugar for 20-25 days)
- 1,500 families receive NFI support (family package includes blanket, mosquito net, utensils or Individual package for women includes clothes, undergarment)
- 180 families receive support for reconstruction of damaged houses
- 36 vulnerable families receive materials support to rebuild houses
- 2 Model house constructions for poor families
- 44 families, especially women headed households, receive livestock support

---

<sup>1</sup> For more background information see Annex 1

- 400 vulnerable farmers receive seed support
- 64 poor small traders receive capital support to restart their business
- Ensure most vulnerable groups are aware of health risks through awareness materials and discussions
- Monthly groups meeting are held at commune level in 8 locations
- Establish health camps in each of the targeted 8 communes in Kon Tum and Quang Nam
- Women and children have access to psychosocial care in 4 communes
- 2 schools in targeted communes in Kon Tum province are repaired
- 600 most vulnerable pupils receive education material support
- Effective aid effort taking place in the 10 communes targeted.
- 30 key stake holders of people's committee and partners trained on project management in the four targeted districts
- 30 key stake holders of people's committees and partners trained on "Rights Based Approach to Emergency Response"
- Complete participatory mapping of Kon Tum Province related to Geographical terrain and vulnerabilities to Disaster

An emergency is also an opportunity to initiate and develop the community's disaster response capacity and build their preparedness based on a rights-based approach. At proposal stage several capacity building workshops were planned to build the capacity of communities and local government. Through this activity, it is expected that communities are better aware and prepared for future possible emergencies through enhanced capacities.

In Phase 2 the main focus of both local government and humanitarian organizations is restoration, building livelihoods and providing housing, particularly in Tu Mo Rong district, Kon Tum province which is the most affected district in the province. As revealed in the needs assessment, cultivation lands have been severely affected by sand casting brought about by the flood. Loss of livestock including cattle and poultry has also significantly affected people. Even though housing support has been provided by some of the organizations, including ActionAid, in coordination with the local authorities, provision of housing will need to be extended further to cover the large number of affected households. Clean water is another key issue in Tu Mo Rong district, Kon Tum province where the entire water supply system (water pipe system) was damaged and the cost to dig water wells is very high.

To implement DEC Phase 2 from 1<sup>st</sup> April 2010 to 30<sup>th</sup> June 2011 in Dak Na and Dak Sao communes, Tu Mo Rong District, Kon Tum province **GBP 144,685 is available from DEC.**

In Phase 2 the following activities are planned:

- Support provided for livelihood rehabilitation of targeted households
- Ensure physical safety of the vulnerable people through provision of appropriate housing
- Repair water supply systems and rice paddy canal systems to strengthen ethnic minority communities' livelihood rehabilitation ability
- Ensure local people develop capacity in DRR.

### Expected outputs in phase 2:

- 280 families, specifically women headed households, receive livestock support
- 200 vulnerable farmers receive seed support
- 8 vulnerable families receive model houses built with technical support
- 27 vulnerable families receive materials to build safe house
- Repair 4 water supply systems in 2 communities with elevated platform.
- Reclamation of rice paddies by clearing the debris from landslide affected areas through cash of work
- 20 key stake holders of people's committees and partners trained on TOT PVA for 2 communes
- Conduct pilot PVA in 6 villages in 2 communities
- Conduct DRR plan in 6 villages in 2 communes
- Conduct DRR plan at commune level for 2 communes
- Organise 6 rescue teams for 6 villages in 2 communes
- Complete participatory mapping of Kon Tum Province related to Geographical terrain and vulnerabilities to Disaster

### **II/. Goal and purposes of the evaluation**

The overall goal of this evaluation is to assess the effectiveness and sustainability of the current program so far using the following criteria:

1. the extent to which funds have been utilised as stated
2. the extent to which proposed objectives and outputs have been achieved
3. the extent to which the Code of Conduct standards and Sphere have been respected
4. the level of involvement of and accountability to beneficiaries
5. the extent that past lessons or recommendations have been fulfilled

A review of all program activities will be conducted focusing on:

- Have project activities achieved the planned objectives
- Relevance and effectiveness of the objectives and activities
- Impact and effects on most vulnerable people
- Coordination of activities and combination of activities funded with other resources within ActionAid
- Contribution of the project activities and outputs to development goals in the project area
- the process of procurement
- Distribution and/or delivery of the assistance to the affected people
- Accountability and transparency
- Community participation
- Lessons learned and recommendations from Phase 1

### **III/. Scope of work**

- 1) Reviewing the project documents and related materials;
- 2) Develop checklist for the field research, interview and case studies finalize that with comments from AAV and others
- 3) Conducting field research with beneficiary communities: community consultations and focus group discussions using participatory approach and tools;
- 4) Conducting interviews with key stakeholders from relevant government departments and other projects;
- 5) Conducting case studies;
- 6) Consulting with the implementing agency in the whole process of assessment;
- 7) Identify and document good practices
- 8) Compiling evaluation report;

### **IV/. Expected outputs**

The output of the assessment will be a report with the following focal points:

- Cost effectiveness of all project activities by conducting cost – benefit analysis to check the efficiency of the project;
- Effectiveness and relevance of the assistance to the affected communities
- Sustainability of the project;
- Analysis of objectives and outcomes against the activities and assurance process in the ground to identify the effectiveness of the project;
- Challenges, gaps and learning from the implementation
- Recommendations for future AAV implementation of similar projects.

### **V/. Report Format**

The evaluation report is written in a straightforward manner, in English of a maximum length of 25 pages including the Executive Summary, which should appear at the beginning of the report.

The evaluation report is an important working tool for DEC and ActionAid. The report format appearing below must, therefore, be strictly adhered to:

- Cover page
  - title of the evaluation report:
  - -“Country, action, sector - 2010”;
  - date of the evaluation;
  - name of the consultant;
  - Indication that “the report has been produced and financed by at the request of the Disaster Emergency Committee (DEC). The comments contained herein reflect the opinions of the consultant only”.

- Table of contents
- Executive Summary:  
A tightly drafted, to-the-point and freestanding Executive Summary is an essential component. It should be short, **no more than two or three pages**. It should focus on the key purpose or issues of the evaluation, outline the main points of the analysis, and clearly indicate the main conclusions, lessons learned and specific recommendations. Cross-references should be made to the corresponding page or paragraph numbers in the main text.

The structure of the Executive Summary must be as follows:

- evaluated action
- date of the evaluation
- consultant's name
- purpose & methodology
- main conclusions:

These conclusions should refer to the main evaluation criteria and cross-cutting issues dealt with by the consultant and set out under point 2 of the ToR.

- recommendations
- lessons learned

- Main body of the report:  
The main body of the report shall elaborate the points listed in the Executive Summary. It will include references to the methodology used for the evaluation and the context of the action. In particular, for each key conclusion there should be a corresponding recommendation. Recommendations should be as realistic, operational and pragmatic as possible; that is, they should take careful account of the circumstances currently prevailing in the context of the action, and of the resources available to implement it both locally and internationally such as Disaster Emergency Committee (DEC) **(20 pages maximum)**
- Annexes:
  - Terms of Reference;
  - List of persons interviewed and sites visited;
  - Map of the areas covered by the operations financed under the action;
  - Abbreviations

All confidential information shall be presented in a separate annex.

Report shall be drawn up in 3 copies and transmitted to DEC and ActionAidUK.

The report including all annexes should be provided in 3 hard copies and soft copy (CD ROM, Word 7.0 format or a more recent version) in both English and Vietnamese.

## VI/. Suggested methodology

Interested consultants should submit proposals on how to carry out the activities mentioned above in the most effective and efficient manner clarifying the general approach and methodology. The methodology should concentrate on how to collect



both qualitative and quantitative data and information. Below are some aspects that the consultants should consider in developing the methodology:

- Identification and review of key documents;
- Due to the short time frame, the methodology should incorporate the PRA (Participatory Rural Appraisal) method and other appropriate techniques and deliver adequate information within the expected 1 month period of the assignment.

### **VII/. Qualifications of the Consultant**

The Consultant will be selected based upon his/her qualifications, competences and experiences suiting with the scope and area of this assignment. The consultant should have in-depth knowledge and experience of carrying out project assessments in disaster preparedness and livelihood improvement in Vietnam and include at least 5 years of experience in relevant field.

**VIII/. Proposed evaluation timeline:** 12 days for desk study and writing and 09 days for field trip (including travelling days) within the period from 22/09 to 30/09/2010.

<b>No</b>	<b>Study activities</b>	<b>Timeline</b>
01	<b>Desk study</b>	17-21/9/2010
02	<b>Field study:</b>	22-30/9/2010
03	<b>Submit the 1<sup>st</sup> draft</b>	2/10/2010
04	<b>Submit final draft report</b>	15/10/2010

## Annex 2:

### A. Questionnaire for individual interview

1. Full name:
2. Address:
3. Household classification: very poor ... poor ... middle ... better off  
... single woman ... elderly... disabled ...
4. Loss and damages caused by Ketsana typhoon:  
House: completely destroyed ... partly destroyed ... whole roof lost ...  
part of roof lost ... other damages...  
Non-food items:  
Tools for production:  
Production/ income:  
Food:  
Health:  
Water:  
Education:
5. What were your needs after the disaster?  
Food ... drinking water... repairs to house ... health care ...  
Capital ... seeds ... livestock ... other...
6. What did you received from the DEC project:
7. What did you receive from other sources:
8. Do you know the money value of the package you received? yes ..... no.....  
If yes, how much was it?  
How did you get this information?
9. Was the package useful? yes ... no ...  
Explain why:
10. Was the support appropriate? yes ... no...  
Could you propose a better way of support?
11. Was there any household in the village needing support which did not receive  
support from the DEC project or other sources? yes... no...
12. Any recommendations for the project?

### B. Questions for beneficiary group discussion:

1. How was your house and village affected by the Ketsana typhoon last year?
2. After the disaster, what were the most urgent needs?
3. How long after the disaster did you receive external support? Was it late or on time?
4. Do you think that the beneficiary selection for the DEC project was properly done?  
Is there any way to do it better?
5. Were there any households that did not deserve the support they received?
6. How did you get information about the DEC project? How did you know that you had received all the items from the project and that nothing was lacking?
7. If you could choose between two options: goods and services; or an amount of money equal to the value of the goods and services, what would you choose? Why?

8. What do you think about the quality of food and non-food items provided by the project?
9. Was there any problem or difficulty with the support package you received: seed, livestock, and small trade? Why?
10. Among the different packages, which one was the most efficient and least efficient?
11. If a similar disaster happens again, what would you do? What should the project do?

**C. Questions for discussion with district authorities:**

1. What were the criteria for commune selection and beneficiary's selection? How were these criteria proposed?
2. Did the activities meet the most urgent needs of the communities after the disaster? Was there any other urgent need that was not supported by the project?
3. How was the money allocated to individual packages? According to you, which package needs to be bigger in terms of value and quantity?
4. How and at what level were the beneficiaries involved in project design, implementation, M&E?
5. What did you do to avoid overlap of activities?
6. How did you cooperate with AAV in implementing the project? Was this an effective mechanism? Was there any problem or difficulty related to this cooperation mechanism?
7. How did you monitor the project? Was there any problem in implementing the project?
8. Was there any lesson learnt from implementing the project?
9. If there was money to continue the project, what would you propose to do and how?

Annex 3: List of interviewees

Stat	Full name	Address	Package received
1	Pham Thi Yen	Binh Trung village, Tam Hai commune	House repair
2	Pham Thi Lan	Binh Trung village, Tam Hai commune	House repair
3	Le Thi Ha	Tan Lap village, Tam Hai commune	Iron sheets for roof
4	Pham Thi Hoa	Thuan An village, Tam Hai commune	Iron sheets for roof
5	Dang Thi Hiep	Thanh Lam village, Tam Hoa commune	House repair
6	Do Thi Xit	Dong Tan village, Tam Hoa commune	Model of safer shelter
7	Mai Thi Xuan	Dong Tan village, Tam Hoa	House repair
8	Do Van Dieu	Nam village, Tam Hoa commune	House repair
9	Nguyen Thi Sau	Village 1, Que Tho commune	Seeds
10	Nguyen Thi Hieu	Village 1, Que Tho commune	Small business
11	Nguyen Thi Anh	Village 1, Que Tho commune	Seeds
12	Tran Thi Le	Cam Tu village, Que Tho commune	Animal husbandry
13	Le Thi Minh	Hoa Trung village, Que Tho commune	Small business
14	Tran Thi Dung	Village 2, Thang Phuoc commune	Animal husbandry
15	Le Thi Thanh	Village 2, Thang Phuoc	Animal husbandry
16	Nguyen Thi Tu	Village 2, Thang Phuoc	Small business
17	Thieu Thi Oanh	Village 2, Thang Phuoc	Small business
18	A Hao	Mang Khenh village, Dak Man commune	Iron sheets for roof
19	Y Roai	Dong Nay village, Dak Man	Iron sheets for roof
20	A Cuong	Dong Nay village, Dak Man	Small business
21	A Xinh	Dong Nay village, Dak Man	Animal husbandry
22	A Thia	Mang Khenh village, Dak Man	Food package
23	Y Nha	Mang Khenh village, Dak Man	Animal husbandry
24	Y Nghi	Đông Nay village, DakMan	Non-food package
25	A Tro	DakGlei village, Dak Choong	Animal husbandry
26	A Dinh	DakGlei village, Dak Choong	Non-food package
27	A Di	Mo Man village, Dak Choong	Non-food package
28	Y De	Mon Man village, Dak Choong	Small business
29	A Bang	Dak Zip 2, Dak Na	Livestock
30	A Ot	Dak Zip 2, Dak Na	Livestock
31	Y Lui	Dak Kach Nho, Dak sao	Construction material

32	Y Thoan	Dak Kach Nho, Dak sao	Food and NFI packages
33	A Dum	Kach Lon 2	Food and NFI packages
34	A Do	Kach Lon 2	Food and NFI packages
35	A Xam	Kach Lon 2	Construction materials, NFI package
36	A Hanh	Kach Lon 2, Dak Sao	Construction materials, food and NFI packages
37	Y Sol	Kach Lon 2, Dak Sao	Seed and food packages
38	Y MIÊN	Kach Lon 2, Dak Sao	Livestock and food package
39	A HÀNH	Kach Lon 2, Dak Sao	Livestock and food package
40	Y BAO	Kach Lon 2, Dak Sao	NFI package
41	A KLÉ	Kach Lon 2, Dak Sao	NFI package

#### Annex 4: Case studies

Case 5: Mrs Phan Thi Yen, Binh Trung village, Tam Hai commune, Nui Thanh District

She and her husband have 3 children of school age; the oldest girl just passed her university exams at Da Nang University. Mr Nhon, the husband, earns a living as a fisherman (catching squids) from February to August. Mrs Yen does the housework and takes care of the children. The family's depends totally on Mr Nhon's income.

Ketsana destroyed their house totally and they went to stay with their relatives. On top of the financial support (13.5 millionVND) from the Project, they borrowed 40 millionVND to build a house of 80 square meters on a plot of land provided by a relative. Now they have a stable house and hey feel secure for the next storm season. However, an unpaid debt of more than 40 million is a burden and the chance for their daughter to go to university in Da Nang seems to be small. Mrs Yen said: "People said that we had this one time chance in our life to build house, so we borrowed money at a high interest rate. Now it is good to have the house, but with the debt we do not know how we can afford to send the children to school. I cannot sleep at night thinking about this, the debt is unpaid, and schooling for the children cannot be stopped from my heart."

Case 6: Mrs Dang Thi Hiep, Thanh Lan village, Tam Hoa commune, Nui Thanh district. Mrs Hiep is 61 years old, she is old and weak, and lives with her son, daughter in law and two grandchildren in a house of about 10 square meters which is not safe to live in. The kitchen and part of the house collapsed during the storm and after the storm they were so poor that they couldn't repair it even though her son is working in construction. Through the project they received building materials and her son built the house himself. The trees in the garden were used as beams. Now the five members of the family have a house of 40 square meters to live in. However, the house is not finished because the son had to go far away from home to get a construction job. Mrs Hiep did show her happiness when talking to us "I am very happy, during my whole life and even my children's life, we have never dared to dream about a house like this. Now we are not worried when the storm or flood season comes."

Case 7: Ms Le Thi Minh, Hoa Trung Que Tho, Hiep Duc

Ms Minh is a single woman, she lives alone and is disabled (she has only one hand). She lives in a small store. The store's roof was blown off by the storm and a lot of the goods (their value millions of VND) were damaged. She was supported with small business package to enable her to sell instant noodle, cooking oil, fish sauce and sodium glutamate. Almost all the goods have been sold: the fish sauce sold slowly, but finally sold out. Only of the sodium glutamate there are still some packs remaining. The reason is that the local residents have a habit to use another kind of sodium glutamate. With the profits Ms Minh continues to run her business. She told us "my capital was already small, and then the storm came to destroy ... I am very happy with the project's support even though it is small – not as much as what I lost,

I have a chance to continue to do business. Otherwise I would not have another option to earn a living.”

Case 8: Ms Tran Thi Le, Cam Tu village, Que Tho commune,  
Ms Le lives alone and is 70. She farms two sao of land. She also has a small garden with vegetables and to keep some chickens. Ketsan blew the roof off her house which was built with Government’s support. She had to find shelter with others until she borrowed money to buy a corrugated iron roof and asked her neighbours to help her put on the roof. She received a sow and 10 chickens from the project. After several days, however, some chickens died and now only 4 chicks are still alive. The sow is growing up quickly. Ms Le wonders whether she should get another pig so that she can start breeding. There is not much profit because she pays 50,000 VND per week for food. Ms Le said “Recently the sow was sick and the veterinary doctor came to give an injection costing 200,000 VND. I thought the sow would die, in that case I would lose all, but luckily the animal just got sick and is now getting better. Now I do not know what to do, if I keep this pig I will suffer a loss, and I do not know if selling is the right thing to do. The four hens are now quite big, but still they haven’t laid an egg. I heard that this kind of hen does not lay eggs.”

Case 9, Mrs Tran Thi Dung, Village 2, Thang Phuoc commune  
Mrs Dung and her son are farmers. They have 1 sao of agricultural land and rear some cows. The garden area is big, but it’s just grass for the cows. The storm blew their roof off and damaged lots of trees in the garden. Her son repaired the house several days after the storm, but the crop and trees will need time to recover. Since her household is one of the poorest in the village, they were selected to receive a cow and 10 chickens (value 1.5 millionVND). However, the chickens did not get used to the climate, they got sick and died. She reared the cow till August, but is still not able to breed. She decided to sell at the price of 1 millionVND (about 40 kg), because if she continues to feed the cow, she will get a loss. She used 400,000 VND to buy two pigs to rear for meat. She said “I never reared a cow so I have no experience of how to do it. It is easier to rear pigs for meat; I sold just after several months.”