

**University of North Carolina
2015 Water and Health Conference
Side Event
October 27, 2015**

Monitoring and Resolution Activities of MWA Members Following Project Completion

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Activities Essential to WASH Project Sustainability

- **Monitoring** – routine and periodic collection of information on the real time functioning of WASH systems.
- **Evaluation** – assessment of project outputs to determine if objectives are being achieved.
- **Resolution** – correction of problems found to occur in WASH systems.
- **Learning** – incorporation of lessons learned into ongoing practices to increase effectiveness and sustainability over time.

MWA Members

Member	Information Provided
Aguayuda	Yes
CARE	Yes
Catholic Relief Services	No
Food for the Hungry	Yes
Global Water	No
Helvetas (Switzerland)	Yes
IRC (Netherlands)	No
Lifewater	Yes
Living Water	Yes
Pure Water for the World	Yes
Water.org	Yes
WaterAid	Yes
Water4	Yes
Water for People	Yes
Water Missions International	No
World Vision	No

Types of WASH Activities Implemented in MWA Projects

- **WASH Infrastructure:** for communities, households, schools and clinics, including piped and non-piped water systems from boreholes, springs and surface water bodies; and individual and communal latrines and handwashing stations
- **Hygiene:** promotion, awareness raising, health messages, behavior change
- **Capacity Building:** training and support for communities and water committees to conduct systems management, finance, operation and maintenance
- **System Reporting:** both routine and ad hoc monitoring and evaluation of system functionality

MWA Member Policies for Post-Completion Activities

Most members have official policies for post-completion activities:

- 8 members have policies
- 3 members do not have official policies, but in-practice carry out post-completion activities

Existing policies and practices emphasize monitoring, on both a regular and ad hoc basis, as well as project evaluations, project reporting and general technical support.

Post-Completion Activities of MWA Members

All MWA members carry out post-completion activities on their WASH programs.

- Most PC activities include monitoring, either on a regular (monthly) or ad hoc basis. Water for People monitors WASH status annually during the dry season.
- Other activities include technical visits, interviews with community stakeholders, evaluations and follow up assessments.

The most comprehensive monitoring programs are carried out by CARE through its Governance into Functionality Tool approach, WaterAid through its Post-Implementation Monitoring Surveys, and Water for People through the Everyone Forever policy.

Priority Indicators for Post-Completion Project Functioning

MWA Members report that the PC indicators of greatest concern emphasize physical measures and financial issues.

- Nearly all rate functionality/service delivery as a critical indicator. In most instances this refers to water supply systems, with sanitation facilities mentioned less often.
- Also highly rated are indicators dealing with finance (costs/revenues/budgets) and community management (user involvement/water committees/management support).
- Additional indicators of concern are the technical issues of infrastructure and water quality.

Indicators Monitored by MWA Members

MWA Members monitor a wide range of PC indicators, especially technical issues, with greatest emphasis on the functionality of water systems and the use of sanitation systems.

- Water system functionality deals primarily with continuity of service and equipment operation.
- Use of sanitation systems includes usage of latrines and the cleanliness of latrines and handwashing stations.
- Only minor attention was given to indicators of finance, community management and user satisfaction.

As noted before, the most comprehensive PC monitoring activities are carried out by WaterAid and Water for People.

Constraints on Post-Completion Activities

Most MWA Members tend to experience similar constraints on their PC activities, mainly the lack of funds, staff and time.

- Externally-funded projects normally have little (or no) funding for activities following project completion.
- A lack of funding negatively impacts the availability of staff resources and the time they can devote to PC activities.
- Another constraint is the difficulty in learning from PC activities.

Often, PC activities are carried out with internal, rather than direct project, funds.

Conclusions

- MWA members perform a full range of WASH activities and all to some degree carry out PC activities.
- MWA members either have official PC policies or informal practices for PC activities.
- Most MWA members carry out either regular or ad hoc monitoring; other activities include evaluations and assessments.
- The priority indicators of PC project functioning are measures of service delivery, finance and community management.
- Monitoring is most commonly carried out on the functionality of WASH systems, including the **physical operation** of water and sanitation facilities, **behavioral practices** regarding household water quality, latrine cleanliness and handwashing stations, and **management** of water committees.
- The primary constraints on PC activities are inadequate funds, staff and time.

Recommendations

- As the sustainability of WASH projects is based upon continuity of services, ***greater attention should be given to PC monitoring, evaluation and resolution activities.***
- Monitoring of PC operations is the key to effective evaluations and the resolution of problems. Therefore, ***WASH projects should routinely incorporate monitoring into their PC activities.***
- Since there are numerous aspects to project operation, ***implementing organizations should adopt common measures for monitoring PC project functioning.***
- Implementing organizations can and do learn from each other. Therefore, ***information on PC project performance should be shared.***