

Final External Evaluation of Protecting vulnerable migrants and stabilizing communities in Libya – Phase II" (EUTF) Program

Prepared for: IOM Libya

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Background

IOM coordinated the EUTF Programme in Libya, funded by the European Union, to implement activities across protection, health, direct assistance, search and rescue, labor and mobility inclusion, resilience and community engagement, data collection and research sectors.

The evaluation led by SREO aimed to assess the performance of the project against the OECD-DAC criteria of **relevance/coherence, effectiveness, efficiency, impact** and **sustainability**. The evaluation objectives were as follows:

- Assess the adequacy of the implementation strategy and approach
- Determine how relevant the project was in terms of timing, targeting and design
- Assess whether resources were used effectively in addressing the needs of the beneficiaries and to what proportion of those in need
- Document the efficiency and effectiveness of the intervention based on results achieved
- Identify indicators of success including beneficiaries' views on the benefits and impact of the activities
- Understand the impact of activities, the level of engagement of local communities and readiness to expand this component in future interventions related to mobile service delivery and continuity of care and protection in the country

Methodology

Methodology	Criteria
Target respondents	Migrants in urban settings, migrants in detention centres and at disembarkation points, IDPs, as well as Libyan youth and wider Libyan communities, government counterparts - relevant agencies at the national level and municipal governments
Coverage	Libya
Data collection method	Remote key informant interviews and semi-structured interviews conducted by field enumerators in various languages
Data collection period	26 December 2022 to 19 January 2023
Sample size	25 Key Informant Interviews 45 Semi-Structured Interviews with beneficiaries (29 men, 10 women, 6 not specified)
Data analysis method	Thematic analysis
Languages	Arabic, English, French

Evaluation Questions

OECD-DAC criteria	Questions/statements
Relevance	<ul style="list-style-type: none"> Do the intended results align with and support government officials building of capacities? Has the project responded to the needs of the target beneficiaries, especially of migrants? Has the project targeted beneficiaries – especially migrants - in the most effective way? Is the project aligned with and supportive of IOM national, regional and/or global strategies and the Migration Governance Framework and the IOM Libya Strategic Framework 2021-2024? Are there any identifiable ways that the approach should be revised in future, or is it evident that additional or complementary activities or projects will need to be implemented? Is the project well designed according to IOM project development guidelines in a way that address local priority needs?
Effectiveness	<ul style="list-style-type: none"> To what extent has the project successfully translated the resources (inputs) into tangible and quality outputs and outcomes in accordance with the stated plans? To what extent has the project and its outputs enhanced the migrants access to basic services and the capacities of Government officials on protecting vulnerable migrants? Were the activities sufficiently well implemented to reach intended results? Would other activities have been more effective in reaching the results? To what extent has the project and its outputs met stakeholder expectations, both government and participants? To what extent has the project adapted to changing external conditions in order to ensure project outcomes are achieved? What were the major external factors influencing the achievement of the project's expected outputs and outcomes, including both contextual factors and other related interventions?
Efficiency	<ul style="list-style-type: none"> To what extent were resources (time, funds, expertise) used wisely and adequately to address the most compelling priorities and achieve the outputs? Is the cost worth it? How does this project align with and complement other related initiatives, whether implemented by IOM, the government, or other national and international actors? What is the added value, if any, of this project compared to those other efforts? Were the project activities undertaken as scheduled and were outputs delivered on time and in expected quantity? If not, what was the reasons?
Impact	<ul style="list-style-type: none"> What long-term changes (whether intended or unintended, positive, or negative) can be observed, if any? To what extent can they be attributed to the project interventions?
Sustainability	<ul style="list-style-type: none"> To what extent were the project and its results supported by local institutions and embedded in institutional structures that are surviving beyond the life of the project?

Evaluation Questions

Cross-cutting Issues	Questions/statements
Gender and Human Rights	<ul style="list-style-type: none">• To what extent were gender mainstreaming issues considered in design and implementation?• To what extent were differences, needs, roles and priorities of women, men and specific vulnerable groups considered during planning and implementation?• Were any barriers to equal gender participation identified in design or implementation, and was anything done to address these barriers?• To what extent did rights and dignity of beneficiaries uphold by project and its partners throughout the implementation?
Coverage	<ul style="list-style-type: none">• Extent to which the intervention provided or is likely to provide major population groups with assistance and protection, proportionate to their need
Connectedness	<ul style="list-style-type: none">• Extent to which the intervention ensures that activities of a short-term emergency nature are carried out in a context that takes longer-term and interconnected problems into account.



KEY FINDINGS

Relevance

- The project activities were designed in line with the findings identified by IOM's DTM.
- Provision of direct assistance, including distribution of food kits, NFIs, medical consultations, or referral to other services were among the activities that were most relevant to the migrants' needs.
- Healthcare staff informants also highlighted that the support was helpful as the national healthcare sector faced challenges in Libya, such as the lack of hospital capacity and migrants' difficulty accessing medications.
- The health system, and Libya overall, also face water scarcity. Informants reported water shortages as an urgent issue. Hospitals not having sufficient access to water impacted the available services. This reveals the need for urgent WASH programming.

“The activities really benefited people, for example, a person who came from his country without clothes, blankets, mattress, sheets, funds... And there are large families among those people that consist of seven or eight members.... Those people can benefit significantly from the organization and its activities.”

Interview with IOM staff

Relevance

- Migrants, as well as host communities, face mental health and psychological difficulties. Migrants were provided with MHPSS sessions, personal consultations, and case management. Staff noted the high number of migrants, stating that the resources available couldn't cover the needs.
- IOM's child protection and community-based protection teams conducted joint outreach with their Migrant Resource and Response Mechanism (MRRM) team to reach children in urban settings, with activities such as providing awareness sessions on school enrolment, identifying vulnerable migrants, and distributing NFI/FI.
- IOM aimed to strengthen social cohesion through capacity-building and community engagement activities. Migrants from African countries noted in their interviews that it was very difficult for them to integrate themselves within the host communities.
- The interviewed government officials confirmed that capacity building trainings were useful to build their capacities. They also had some suggestions and requests, such as increasing the number of capacity-building workshops, focusing on English, IT, protection mainstreaming, and MHPSS.

Relevance

- The trainings provided to health care providers were relevant to the local context, and highly useful as it helped them in their interactions with migrant populations.
- Interviewed beneficiaries explained that the most urgent and necessary assistance in their communities were food items, NFI including clothing especially during the cold winter months, shelter, healthcare services, awareness raising sessions, livelihood opportunities. This shows the relevance of the IOM-provided support and speaks to the importance and need for more projects covering these needs.
- The irregularity of food basket distribution was noted as an issue of concern.
- Beneficiaries who participated in YESS sessions stated that the project could have better addressed their need for job opportunities by providing them with tools after the training to help them start their business. Car painting, plastering, construction, and maintenance of electronics are among vocational training topics that would be relevant in the current livelihoods sector.

Effectiveness

- The comprehensive assistance provided by IOM was effective, there was a consensus that the provided support improved the situation for migrants receiving the assistance.
- MHPSS assistance was effective to support the people in need of it. MHPSS staff explained that women, people with disabilities, elderly people, and children were specifically targeted for protection services.
- Staff also noted that there were severe cases that they were unable to adequately assist, due to the lack of a psychiatrist within their teams, and such cases were referred to the hospitals. The insufficient number of mental health departments available in the cities was noted as a challenge.

“After some time, you start realizing that some people have experienced relief from regularly talking to the psychosocial support staff. For example, when visiting me, the person would tell me that he/she needs only food, but when talking to the PSS officer, they start talking about their conditions and circumstances, asking about advice and guidance, and the officer responds accordingly.”

Interview with a beneficiary

Effectiveness

- The activities conducted on World Migrant Day was said to be **quite effective at improving social cohesion** where migrant and Libyan children performed together. It was observed that certain communities reported facing more difficulties than others, such as interviewed beneficiaries from Black African communities.
- The various trainings provided to government officials, as well as healthcare workers, were effective at increasing capacities to help them manage migration.
- The participants of trainings provided at the YESS center reported that they were highly useful, and their skills had improved, and they believed they were qualified enough to work in the sectors that they received the trainings in. As the training had both migrants and Libyans, it was an opportunity for improving social cohesion between these groups.
- The event at Edah Training Center in Tripoli helped many training participants to get hired. This is evidence of the effectiveness of the trainings for enhancing the employability of beneficiaries.
- Among the external factors influencing the achievement of the project's expected outputs and outcomes, the lack of human resources and supplies, in terms of food and NFI kits as well as medication, compared to the high number of people in need, was highlighted.

Efficiency

- IOM seems to have an efficient and effective referral system within its departments, as potential beneficiaries were first assessed by field teams, then referred to the relevant department within IOM to be able to receive the support they needed. There was also a referral system for beneficiaries requiring services outside of IOM support, and staff reported that there were often referrals between IOM and INTERSOS, Red Cross, NRC, MSF, and UNHCR.
- IOM provided direct assistance activities directly, and at times they coordinated with local CSOs. The coordination with local authorities was reported to be smooth and efficient.
- One health staff working with IOM reported that the resources were not sufficient, and the existing resources were not efficiently used, explaining that there were medications that arrived in the health center and remained unused.

“It’s easy to communicate with IOM and inform them about any problem. However, they don’t respond quickly. They need time to process our requests, and many times, our problems are not solved. Some people do not care about our problems, and they want to provide some services and take photos only.”

Interview with IOM Protection Officer

Efficiency

- There was a feedback mechanism consisting of complaints boxes and a hotline number, which were promoted through awareness-raising sessions. This mechanism could be improved to be more time efficient.
- The project activities aligned with and complemented other initiatives provided by other NGOs. **In terms of WASH programming**, UNICEF and IOM are the organizations covering the largest number of beneficiaries. UNICEF and IOM are providing WASH NFIs and hygiene messages. **In terms of health programming**, IRC, IMC, WHO, and IOM are working on risk communication, community engagement, and infodemic management activities. Specifically on migration and migrant health, IOM is providing assistance along with IRC Rescue at Sea teams, and MSF teams.

Impact

- Most of the interviewed beneficiaries reported positive changes in their personal lives. The training sessions positively impacted most beneficiaries. They expressed that their daily habits have improved after receiving the sessions.
- The implemented project activities helped improve the well-being of the interviewed beneficiaries. Many described that they felt safer as a result of the project.
- The MHPSS assistance was especially well-received by beneficiaries, who believed that the sessions encouraged them to deal with their hardships and think more positively about their future. A few beneficiaries said that they started to depend on themselves more and increased their self-confidence.
- The project increased access to health services for many migrants, and that there was a positive change in the lives of the migrants before and after providing this assistance.

“I changed for the better and I felt that I can provide anything that can help people in the community and protect them from risks of migration. I posted a post via Facebook, many migrants from Somalia and Eritrea saw the post and asked me about it as they wanted to migrate to Libya so what can you advise us, I told them about risks they may face that may lead them to death.”

Interview with a beneficiary

Impact

- IOM provided several trainings and targeted women, youth, migrants and vulnerable groups. These trainings were on carving and pyrography (wood and leather), sewing, printing on clothes, business management, generator maintenance and repair, as well as small business and entrepreneurship sessions. Majority of the key informants and the beneficiaries confirmed that these trainings impacted their lives positively.
- There were some beneficiaries who claimed that there were no major long-term changes in their lives after the intervention. This was mainly apparent in the beneficiaries who attended YESS classes.
- The clear impact of the social cohesion activities on the relationship between migrants and host community is difficult to observe, as there are multiple factors which might impact how migrants are perceived by host communities. It was noted that Black migrants from African countries faced more difficulties concerning the stigma.
- The project was accessible to and addressed the needs of particularly vulnerable groups like unaccompanied children, women, victims of trafficking and abuse, people with disabilities (PWDs), and the elderly. Several trainings were conducted on migration, human trafficking, and methods of treating the migrants.

Sustainability

- Several aspects of the project and its impact can likely be sustained over time. Information provided to migrants on the risks of irregular migration through the awareness session, for example, was reported to be valuable, especially through beneficiaries sharing the information with others.
- More than half of the beneficiaries interviewed by SREO did not participate in dialogues between the host and migrant communities. The remaining found the dialogue activities fruitful. Several migrants felt that their relationship with the Libyan population had improved slightly.
- IOM organized outreach events and trainings to enhance the employability of migrants and Libyan youth. Beneficiaries received certificates after completing the professional crafts and business trainings, including but not limited to car maintenance, hairdressing, human development, time management, generator maintenance, IT, accounting, and entrepreneurship and expressed that they had improved their knowledge after the sessions.

“They will be sustained over time, especially the awareness raising efforts concerning the risks of immigration because those people have been through these risks and became aware of the risks and dangers that they will face when illegally migrating. These awareness raising efforts will be sustainable even if the funding stops because we worked earnestly on it, conducting many awareness raising sessions on the risks of immigration.”

Interview with a beneficiary

Sustainability

- IOM provided Job Readiness training and tools to find and manage jobs in Libya to all YESS beneficiaries who completed courses at the center and also conducted outreach activities to promote employment. This is evidence of its positive impact and sustainable benefits for beneficiaries who will use these skills for their livelihoods after the project's conclusion.
- IOM provided several protection mainstreaming trainings for the employees working at the General Administration of Coastal Security. The participants expressed that they increased their knowledge and think that the knowledge they gained from the trainings will be helpful to their institution.
- Overall, the increase in awareness and knowledge about health and protection issues will continue to serve beneficiaries and encourage them to seek out such services from IOM or relevant authorities through the referral mechanisms introduced.

Cross-Cutting Issues

- All beneficiaries felt that the services were equally accessible to all. No gender-related barriers were identified.
- The interviewed health workers mentioned that there might be cultural factors that contributed to having barriers to equal gender participation provision of health-related services, such as where some people could prefer dealing with a female doctor or a midwife instead of dealing with a male doctor or health worker.
- All beneficiaries interviewed by SREO felt safe, comfortable and respected when accessing services under the EUTF II project.
- The majority of the beneficiaries interviewed were aware of the feedback and complaints mechanisms available to them. They could share their feedback and/or complaint through the available phone numbers, a paper form and/or direct conversation. However, a few of them said that there was no feedback box available, which was also confirmed by the interviewed key informants.

Recommendations

- Consider increasing WASH programming and coordination with other actors (Mercy Corps, WHO, UNICEF, etc.) with the capacity to support WASH for healthcare facilities and beyond.
- Continue social cohesion activities through community engagement and capacity-building including awareness raising sessions, paying special focus to the observed more tense relationship between Black African migrants and host community.
- Continue and increase the number of capacity building workshops provided to Libyan authorities.
- Consider adding car painting, plastering, construction and maintenance of electronics within the YESS vocational trainings curriculum as informants stated these are highly employable sectors.
- Continue to work with the Ministry of Health and WHO to integrate MHPSS clinics at the public hospitals while providing translation assistance in order to make mental health and psychological support more accessible to migrants.
- Coordinate with health actors such as WHO in order to address the medication shortages.

Recommendations

- Increase the human resources within the MHPSS teams by recruiting and training further specialists as necessary, to reduce the pressure on them and make sure each case gets sufficient attention.
- Add a psychiatrist to the MHPSS teams in order to be able to deal with more serious cases.
- Increase frequency of communication and accelerate the coordination and referral mechanisms internally and between partners especially for urgent medical and protection assistance.
- Continue creating spaces of interaction and collaboration between migrants and host communities through initiatives such as the World Migrant Day, within a context where they can have meaningful interactions, such as doing arts and sports together, etc.
- Consider providing one-time cash grants as well as necessary tools and mentoring for participants who successfully complete their vocational training courses, so that they can start their own business.
- Enhance the feedback and accountability mechanism and increase responsiveness/follow-up of issues raised, to make sure every beneficiary feels heard.

Thank you

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