National Volunteer Service Program

Small Grants Manual

May 18, 2016
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I. Background and Objectives

Throughout the MENA region, there is a need to invest in scaled-up volunteerism for youth and move towards a general culture of contributing to improvements in society. Awareness also needs to be raised on how volunteerism contributes to bridging cultural barriers and to long-term peace. In Lebanon, volunteerism exists, but has been affected by the 15 year civil war and the ensuing fragility and political instability. The few available volunteering opportunities are provided primarily through political parties, NGOs/Community Based Organizations (CBOs), universities, municipalities/central ministry, and to a very limited extent, the private sector. For example, the NGO sector, which is numerous and active in Lebanon, provides its member youths with some volunteering opportunities. However, it has limited capacity to manage them and recruit additional volunteers.

Besides the lack of sufficient volunteering opportunities, another factor preventing youth from volunteering is the country’s difficult economic situation, which requires them to focus on finding paying jobs. In Lebanon, the unemployment rate amongst youth aged 15-24 is 34 percent, compared to an overall unemployment rate of 11 percent. According to the 2007 World Development Report, young people with few opportunities to participate in society economically or civically are likely to feel disillusioned and powerless to improve their lives and/or their communities/societies. Volunteerism can provide youth the opportunity to participate in an unpaid work experience and improve their soft skills, thus increasing their employability. Indeed, soft-skills, which include the ability to work in teams, innovate, manage and resolve conflict as well as responsibility and flexibility at work, enable youth to work efficiently and effectively at the workplace, thus improving overall performance and productivity.

Despite its small geographic size, many youth have never been exposed to another part of the country before they enter the academic or professional world. With a highly complex political, religious and social landscape, as well as numerous political parties and large numbers of refugees, the country’s current civil peace is fragile. Volunteerism is believed to defuse tensions by bringing groups together around shared goals, thus building more cohesive societies through citizenship development.

With all this in mind, the Government of Lebanon included the promotion of volunteerism in Lebanon as an objective in the National Social Development Strategy. As such, the Government has allocated US$2 million in grant money to strengthen the capacity of the Ministry of Social Affairs (MOSA) in promoting youth civic engagement across the country. The grant is being administered by the International Bank for Reconstruction and Development (World Bank) through funds provided by the State and Peace-Building Fund (SPF) to the MOSA.

The National Volunteer Service Program (NVSP), partly funded by this grant, aims at increasing youth civic engagement which, in the medium term, is hoped to contribute to enhanced cross-confessional understanding and social cohesion as well as improved youth employability. A basic
principle of the program is volunteering outside of one’s community, as it is considered by many development psychologists a good practice to change prevailing attitudes. The target beneficiaries are youth aged between 15 and 24 years from the different regions of Lebanon. The program encourages the enrolment of all confessions and groups of society in order to ensure equal opportunities for youth to get involved in volunteerism. The project has three main components: (i) Institution building and capacity development for volunteer civic engagement, which involves inter alia providing training of trainers (ToT) on soft skills to participating NGOs, universities and schools as well as selected MOSA officials to enable them to then deliver the soft-skills training to participating volunteers; (ii) Small Grants Program (SGP), Weekend Volunteering Programs (WVP) and youth summer camps to increase volunteering opportunities for youth; and (iii) monitoring and evaluation (M&E) of civic engagement.

Under component (ii) and as part of the SGP, 22 projects put forward by eligible NGOs were financed and implemented during the summer of 2015, benefiting a total of 1,293 youths across 5 different regions in the country (North, Mt. Lebanon, Beirut, Bekaa, and South). During the summer of 2016, eligible schools and universities (or simply Interested Agencies – IAs from now on) will be able to apply for financing to implement projects that both provide volunteering opportunities to eligible youth and benefit the target community. The proposed projects should: (i) contribute to social cohesion, through the recruitment of volunteers from outside the community where the projects will be implemented, and (ii) build employability skills of the youth through the provision of soft-skills training.

This SGP Manual outlines the operational guidelines, procedures and processes for implementing the SGP. Specifically, the Manual will be used by the NVSP Project Management Team (or simply PMT from now on), the MOSA, IAs, and other relevant parties engaged in the implementation of the program.

II. The Awareness Campaign and Communications Tools

1. Logo & tag line

The NVSP logo and tag line is shown below. This logo will be used in all communication material related to the program. The logo depicts youth volunteers from all regions assembling a puzzle of the map of Lebanon, which symbolizes the benefits of volunteering and collaborating for enhancing social cohesion. Each word of the program’s name (The National Volunteer Service Program) illustrates an element of the logo, as follows:

“National” = Lebanese map and flag  
“Volunteer” = Youth volunteers from across the country working together  
“Service” = Assembling pieces of the puzzle  
“Program” = All activities under the program
2. Campaign Mechanisms and Tools

The campaign uses various means of communication (i.e.: Social Media, TV, Radio, Newspapers, SMS outreach, Email, etc.) in order to reach as many relevant stakeholders as possible across Lebanon. Some of the marketing materials that will be used include flyers, brochures, banners, posters etc. NVSP also organizes and/or participates on national events, including: the International Volunteering day, to recognize participating volunteers, Beirut Marathon races, and NGO Fairs.

3. Online portal

IAs and volunteers will be required to register on the online portal in order to participate in the NVSP (see section III). Following registration, IAs will be able to post volunteering opportunities, and interested youth will be able to search/apply for these opportunities based on their interest, thus making the online portal a matching platform and creating a database that could be used for an eventual NVSP scale up. In addition, in the near future, private sector firms will be able to post volunteering opportunities for interested youth, as a way to further expand volunteer opportunities and involve a key stakeholder in NVSP.

In all, the dynamic online portal will serve primarily to:

1. Raise awareness about volunteerism among all project stakeholders (NGOs, Schools and Universities, Private Sector, Volunteers, among others).
2. Provide information on potential volunteering opportunities in NVSP and elsewhere.
3. Match volunteers with selected projects under the SGP.
4. Provide e-learning opportunities on soft skills for any interested youth in the country (see Section X).

The link to the portal is the following: nvsp.socialaffairs.gov.lb
III. Eligibility Criteria for Interested Agencies (IAs)

To be eligible to apply to the SGP, the IAs must:

1. Be registered in the NVSP online portal (See section II. 3)
2. Be legally registered and licensed for 5 years or more at the Ministry of Education and Higher Education.
3. Be a public educational institution or a private educational institution either owned by a non-governmental organization (registered at the Ministry of Interior) or by a religious organization among the confessions officially recognized in Lebanon.
4. Show adequate administrative and financial structure (availability of Procurement and Financial Officers with the ability to engage in fiduciary activities related to the project.
5. Have an institutional Bank account in US dollars specifically dedicated to the project (i.e.: selected IAs will have to open a new account specifically for the project).
6. Designate a project coordinator to be the focal point/contact person for NVSP PMU
7. Designate an M&E focal point to collect and report relevant project data to the NVSP PMU.

IV. Eligibility criteria for projects

Eligible IAs (see Section III) must ensure that their proposed projects comply with the basic SGP project eligibility criteria. Proposed projects must:

1. Promote youth civic engagement by providing youth an opportunity to volunteer.
2. Clearly identify specific goal (s) to be achieved through the completion of a set of activities as part of the proposed volunteering opportunity.
3. Include a budget request from NVSP for up to US$30,000. The requested budget needs to be consistent with the project’s overall goals and related activities, and will be evaluated against the project’s expected results (cost-benefit analysis).
4. Be implemented in 3 months or less, between July 1st and October 31st.
5. Reflect the needs of the local community.
6. Promote volunteerism by ensuring that at least 50 volunteers are recruited from inside the IA for the implementation of the proposed project. Additional participants can be recruited as volunteers from outside the organization.
7. Enhance cross-confessional understanding by ensuring that at least 20% of the total recruited volunteers come from a community other than the one where the proposed project will be implemented.
8. Provide recruited volunteers 20 hours of training and 80 hours of volunteering work.
V. Eligibility criteria for youth volunteers

To be eligible to participate in the SGP, volunteers must be:

1. Registered in the NVSP online portal (See section II-3 above)
2. Aged between 15 and 24 years – individuals outside this age group who are interested in volunteering can participate in selected projects. However, volunteers outside the age group will not be counted toward the minimum 50 volunteers number required per project or towards the minimum that at least 20% of them must come from a community other than the one where the project will be implemented.
3. Lebanese.
4. Balanced in terms of gender.

VI. Eligible Volunteers and the Small Grants Program Cycle

1. Selection of volunteers

IAs are responsible to make sure that their volunteers are registered on the online portal (see Section II.3). The IAs should also make sure to get parental consent before allowing those youth who are considered minors to volunteer in the selected projects.

2. Roles and responsibilities of volunteers

Those volunteers who participate in the selected projects under the SGP are expected to behave in accordance to the general guidelines included in Annex 1. These general guidelines should be adapted by IAs to account for the different project needs and requirements.

3. Training and mentoring

Participating volunteers in the SGP will benefit from 20 hours of soft skills training to be delivered by the IAs (see Section VII.5 for more details on the training). Participating volunteers will also undergo an on-the-job safety training session to be delivered before projects begin to be implemented, and which must include all the safety processes and procedures to be followed to prevent and mitigate injuries at the workplace (see Section XIII). Those volunteers could also benefit from ad hoc mentoring by the selected IA staff during the implementation of the approved project.

4. Certification

Those participating volunteers who successfully completed 20 hours of soft skills training and 80 hours of volunteering will receive a MOSA certificate attesting to their participation in the NVSP. The certificates will be delivered by the selected IAs at the end of the implementation of the project.
VII. Small Grants Program’s Selection Process

This section of the Manual provides information on the processes of identification, submission and selection of projects financed as part of SGP.

The flowchart in Annex 2 provides an overview of the review and approval process to be followed. The steps are summarized below.

1. Launch of the Calls for Proposals

Following one to one meetings carried out between the NVSP PMT and randomly identified schools and universities, a Call for Proposals (CfP, see Annex 3) will be launched by the NVSP. The CfP will be widely advertised with different media, and the application forms will be available on the internet (MOSA’s website). IAs will have 30 calendar days to submit their completed proposals in soft and hard copies, in Arabic or in English, to the PMT as follows:

Soft copy: info@nvsp-socialaffairs.com

Hard copy: 5th floor – Ministry of Social Affairs Old Building – Badaro Street – Beirut – Lebanon

Those proposals submitted after the deadline will not be considered. Applicants will be invited to fill in the standard application template form (see Annex 3) with the following information:

a) General information on the IA (including the registration number of the NGO that owns the school/university if applicable)
b) Proposed project goal, overall description, components, activities and expected results.
c) Timeline (Implementation dates)
d) Detailed budget breakdown
e) Environmental and social risks and proposed mitigation measures
f) Sustainability
g) Primary Partner, if applicable
h) CfP - Annex 3.1: List of Volunteers
i) CfP - Annex 3.2: Procurement Documents

The filled application will need to be submitted with the following required documents:

a) IA Registration documents at the Ministry of Education and Higher Education.
b) List of employees with names and titles who will be working on the proposed project, including a Project Coordinator, M&E focal point as well as a Procurement and Financial Officers
c) CVs of proposed Project Coordinator, M&E focal point and Procurement and Financial Officers as well as those staff appointed to attend the ToT on soft-skills (see Section X).
d) Procurement documents of proposed activities (Refer to section IX)
e) List of volunteers who will participate in the proposed project (list should match volunteer’s portal registration information – Refer section II.4)
f) References (optional)
2. Selection process

The selection process (from after submission of proposals to contract signature) will be managed by a Technical Team (TT) consisting of the NVSP Program Manager, Procurement Officer/Specialist, Financial Management Officer/Specialist, Volunteer Coordinator, Monitoring Evaluation (M&E) Officer, Communications Officer and Program Assistant, as well as a member of the MOSA NVSP Administrative Committee. The TT will be in charge of thoroughly reviewing, evaluating, scoring and ranking the submitted proposals based on the evaluation criteria listed below. This selection process is expected to last approximately 30 calendar days.

Once submitted, all proposals will first be pre-screened by the TT to ensure compliance with the basic eligibility criteria as specified in Sections III, IV, V and VI of this Manual. Proposals found to be incomplete or ineligible will be rejected.

The applications that pass this initial screening will be subsequently thoroughly reviewed and ranked by the TT based on the following criteria (see detailed table below):

1. Institutional Appraisal - 20 points
2. Technical Appraisal - 50 points
3. Project Impact - 10 points
4. Financial Appraisal - 20 points

Based on the score obtained and the available budget envelop for the particular CfP selection cycle, the TT will make a recommendation for the approved and rejected proposals (with an explanation). The results will be sent to the NVSP Administrative Committee for validation. The validated proposals will be sent to the Minister of Social Affairs for final approval.

All IAs will be notified by email of the decisions regarding their applications once the selection process is completed. Results of the selection process will also be published on the NVSP online portal (see Section II.4) and the NVSP Facebook page. IAs whose projects are not funded can request an explanation from the PMT regarding the reasons for not being selected. Those organizations whose proposals are selected for financing will be required to attend soft skills training sessions before the approved projects are launched (see Section VII.4). Additional information on this training will be provided when organizations are notified if their proposed projects are selected for financing.
### Institutional Appraisal:

<table>
<thead>
<tr>
<th>Description</th>
<th>Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Experience in implementing community-based projects</td>
<td>10</td>
</tr>
<tr>
<td>Qualification of project management team (including Project Coordinator,</td>
<td>10</td>
</tr>
<tr>
<td>Financial and Procurement officers, M&amp;E focal point and IA staff appointed</td>
<td></td>
</tr>
<tr>
<td>to attend ToT and deliver Soft Skills training)</td>
<td></td>
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</tbody>
</table>

### Technical appraisal

<table>
<thead>
<tr>
<th>Description</th>
<th>Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Coherence (project objectives and activities and expected results)</td>
<td>10</td>
</tr>
<tr>
<td>Relevance of the project to the community needs</td>
<td>10</td>
</tr>
<tr>
<td>Feasibility of the project proposal (rationality of timeline, as well as</td>
<td>10</td>
</tr>
<tr>
<td>possibility of project implementation given the institutional capacity)</td>
<td></td>
</tr>
<tr>
<td>Terms of References of the proposed project management team (Project</td>
<td>10</td>
</tr>
<tr>
<td>Coordinator, M&amp;E focal point and Procurement and Financial officer)</td>
<td></td>
</tr>
<tr>
<td>Terms of References of Volunteers (expected duties and responsibilities of</td>
<td>5</td>
</tr>
<tr>
<td>volunteers) (See Annex 1 for reference)</td>
<td></td>
</tr>
<tr>
<td>Soft Skills training implementation plan</td>
<td>5</td>
</tr>
</tbody>
</table>

### Project Impact

<table>
<thead>
<tr>
<th>Description</th>
<th>Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sustainability: IA has a plan to continuously implement community-based</td>
<td>10</td>
</tr>
<tr>
<td>projects by constantly recruiting and managing volunteers</td>
<td></td>
</tr>
</tbody>
</table>

### Financial Appraisal

<table>
<thead>
<tr>
<th>Description</th>
<th>Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Realistic forecast of budget expenditures (breakdown budget), based on</td>
<td>20</td>
</tr>
<tr>
<td>proposed activities and expected results. Submitted procurement documents of</td>
<td></td>
</tr>
<tr>
<td>proposed activities will also be carefully analyzed.</td>
<td></td>
</tr>
</tbody>
</table>

### 3. Negotiation and contracting process with selected IAs

Following the notification, selected IAs will be awarded a contract (see Annex 4 for the contract template). It is important to note that the expenditures incurred during the preparation of the proposals shall be entirely born by the IA – even for proposals that will not receive funding. The IAs will have two (2) calendar days to review the contract and request clarifications from the PMT.

The selected IA will have two (2) calendar days to sign the contract and send one (1) soft copy as well as two (2) original hard copies to the PMT to the addresses mentioned in section VII.1 of this manual. The PMT will then submit signed contracts of all accepted projects to the Minister of Social Affairs for counter-signature. This is expected to take approximately three (3) calendar days. The selected IAs will keep one of the two counter-signed copies of the contract and the NVSP will keep the other.
4. Training of participating youth volunteers and selected IAs

Projects financed under the SGP must include a training component for participating youth volunteers, to increase their employability skills. This 20-hour soft/life skills training will be based on a curriculum that was developed specifically for the NVSP. Volunteers will put into practice what they learned during this training throughout the implementation of the volunteering projects. In addition, this training is expected to improve their performance at the workplace.

Selected IA will benefit from a four-day Training of Trainers (ToT) workshop on soft/life skills that will enable them to subsequently deliver the 20 hours soft skills training to participating youth volunteers during project implementation. All selected IAs will be required to successfully complete the ToT before the implementation of the approved projects. Each selected IA will designate two staff to attend this training.

In addition, all projects financed under the SGP must include an on-the-job safety training session for volunteers, to be delivered before projects begin to be implemented (see section VI.3 and XIII).

VIII. Financial Management

IAs are responsible for ensuring that sub-projects are implemented in accordance with project plans and contract agreement, and that resources are used efficiently and effectively, and only for project purposes. IAs are also accountable for all financial aspects of projects, and must ensure compliance with all financial covenants and technical assistance agreements.

Specific responsibilities include:

- Designating a Financial Management Focal Point who will handle all financial management related matters.
- Maintaining proper financial accounting and management systems and procedures, which are acceptable to the World Bank and MOSA.
- Implementing comprehensive and effective internal controls for project financial operations.
- Managing and safeguarding project assets. Prepare a comprehensive list of all fixed assets acquired by the project funds. The fixed asset list will be added to the monthly financial reports.
- Monitoring the financial performance of projects, and ensuring that decision making to address variances to plans/budgets is done in a timely manner.
- Ensuring compliance with the project financial reporting requirements. Submit monthly project financial reports in a format and content satisfactory to the World Bank and MOSA (see Annex 5).
- Opening a separate bank account dedicated to the sub-grant with the following details: name of the bank, address of the bank, name of the account (name of the IA) and account number. The bank account shall be credited with all disbursements made by the PMT. All withdrawals from this account shall be used exclusively to pay for expenditures related to the implementation of the sub-project. The IA acknowledges that the PMT is entitled to receive from the IA’s copies of the monthly bank statement related to the bank account (together with copies of the cancelled checks) and that the PMT has the right to take any measure it deems necessary if there has been misuse of funds or instances of fraud,
this may include, among other measures, the right to withhold the payment of any further installment and to take appropriate action to recover any misused funds. The IAs will also submit to the PMT an official memo from the bank where the accounts have been opened showing the names of the two persons from the IA authorized to sign on checks.

- Recording all expenditures involved in the implementation of the sub-project. IAs will keep these records and all invoices and other evidence of expenditures in a file for a period of five years after the completion of the sub-project.
- Allowing the above accounting records, works, goods and services to be inspected and verified by the PMT, the World Bank and the external auditors assigned by the PMT.
- The PMT have the right to retain all original documents over the life of the project.
- Cooperating fully and allowing access to the office, personnel and files by the Independent auditors appointed by MOSA and the World Bank to enable the appointed auditor to carry out the required auditor’s services.
- Furnishing to MOSA copies of applications, bank statements, explanation or documents mentioned above, as well as original invoices.
- MOSA remains the official implementing agency of the project and in case any of the IAs used the funds provided for other than the intended purposes, MOSA will be responsible in ensuring that the funds are recovered and reimbursed to the World Bank.

The IA’s shall submit an Interim financial report to be submitted to the Ministry within 15 days after the end of each month. The FO will be responsible for preparing these reports and will rely on excel spreadsheet applications to record daily transactions and generate these reports. The financial records and all supporting documents (i.e. contracts, invoices, receipts etc…) of the project should be stored in the IA offices as paper copies and as computer disc copies. The Financial Officer should allocate an appropriate storage area for the financial records and maintain them in locked cabinets to which access is controlled and limited. The IA will allow the external auditor of the project to access and review these records as deemed necessary. The reports should be prepared in the currency of the Bank Account which is the US Dollars. IA has to have an acceptable FM system, including staffing, accounting and financial reporting. The FM system will enable the IA to record daily transactions and generate the required financial reports as per the Ministry requirements. The IA will share a sample of the financial reports with the Ministry. The IA will ensure that an acceptable FM system is maintained throughout the life of the project.

IX. Procurement

1. Introduction

The selected IAs are responsible for implementing their approved projects, which could include contracting for civil works, purchasing goods, as well as selecting and recruiting consultants and temporary personnel that they may need to carry out their projects (see Annex 6 for the procurement plan sample).

Selected IAs must comply with the World Bank “Procurement Guidelines”\(^1\) and “Consultant Guidelines”\(^2\)

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\(^1\) These guidelines can be found on the following link: [http://go.worldbank.org/1KKD1KNT40](http://go.worldbank.org/1KKD1KNT40)

\(^2\) These guidelines can be found on the following link: [http://go.worldbank.org/U9IPSLUDC0](http://go.worldbank.org/U9IPSLUDC0)
2. Procurement Process

Selected IAs can launch the procurement of works, goods, and consultants once their project has been approved. All selected IAs should designate a Procurement Focal Point who will handle all procurement related matters.

The PMT shall conduct on-site spot checks to ascertain whether the prices paid and the quality of the works and goods supplied and of services performed are within acceptable limits.

3. Procurement of Works and Goods

The method of procurement largely depends on the estimated value of each contract, taking also into account local practices and the capacity of the IA to manage the process.

Direct Contracting

When the estimated amount of the contract is lower than US$500 the selected IA will select a contractor or supplier familiar to them, agree on a price with him/her and award the contract for this negotiated price.

Local Shopping

When the estimated amount of the contract is equal to or greater than US$500 but lower than US$30,000, local shopping should be used. At least two quotations from different bidders are needed to prove that the IA has conducted and selected the lowest evaluated bidder on the basis of criteria mentioned in the request for quotation (RFQ).

Procurement of Services (Consultants)

In most cases, services (consultants) will consist of the recruitment by the selected IA of an individual consultant or engineering consulting firm for SGP approved project preparation and supervision, or of temporary personnel to carry out activities (such as training) included in the approved project. Selected IAs should prepare terms of references clearly stating the scope of the assignments, and the required qualifications and experience.

Single Sourcing

When the estimated amount of the contract is lower than US$5,000, contracting directly on a single source basis is acceptable.

Competition

When the estimated amount of the contract is equal to or greater than US$5,000, the selected IA should collect at least three interested and qualified candidates.
4. Conflict of Interest

In order to avoid conflicts of interest, members of the selected IA responsible for the management of the approved project cannot be selected as contractors, suppliers or consultants for the implementation of the community approved project. Members of their families, and enterprises managed by them and by members of their families, are also excluded.

5. Formal Contract Agreements

The selected IA shall ensure that formal contract agreements are executed whenever the contract value exceeds US$ 5,000; in all other cases, the selected IA may not be required to prepare formal contract documents provided that clear letters of award notification, acceptance or other acceptable documents are issued on behalf of the selected IA.

All contract agreements or other documents shall be for definite duration.

Renewal or extension of contracts shall not be undertaken without the prior approval of the selected IA.

6. Procurement Records

The selected IA should keep all procurement records and documents available for inspection by the PMT and World Bank representatives / auditors, as well as other relevant parties, for a period of five (5) years.

7. Summary Table

<table>
<thead>
<tr>
<th>Works and Goods</th>
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</thead>
<tbody>
<tr>
<td>Estimated contract amount &lt; US$500</td>
<td>Direct contracting</td>
</tr>
<tr>
<td>US$500 ≤ amount &lt; US$30,000</td>
<td>Local shopping - at least three quotations</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Services (consultancy)</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Estimated contract amount &lt; US$5,000</td>
<td>Single Sourcing</td>
</tr>
<tr>
<td>Estimated contract amount ≥ US$5,000</td>
<td>Competition - at least three candidates</td>
</tr>
</tbody>
</table>

Monitoring & Evaluation

A sound results-based Monitoring and Evaluation (M&E) system has been established in order to ensure the successful accomplishment of the NVSP program goals, and to provide lessons and recommendations for improving the project’s quality and effectiveness.

The monitoring system ensures that the resources mobilized, activities programmed, products delivered, and outcomes achieved by the program are effectively tracked during implementation in order to provide timely and reliable information for: (i) monitoring progress towards attaining the program goals; (ii) alerting to problems during the implementation of the program; and (iii) collecting data and documenting process, activities and products for evaluation purposes.
In addition to the monitoring function, the M&E system includes the design and implementation of an impact evaluation and a process evaluation in order to identify lessons learned, highlight significant accomplishments, and provide recommendations for potential improvements in the program.

Given the innovative nature of the program, a rigorous impact evaluation is being conducted. All the youth interested in volunteering will be requested to register in the NVSP online portal before they can participate in the program (see section II.4 and V). The online portal will also enable the youth interested in volunteering to reach and be reached by IAs offering volunteer opportunities. Once the CfP has been launched, and proposals have been submitted, reviewed, and selected according to the criteria and procedures described in Section VII of this Manual, a firm will be in charge of collecting baseline (see Annex 7 for the baseline questionnaire) and follow-up (a year after completion of the sub-projects) data of a random selection of youth included in selected and not selected project applications. Upon registration of any youth, the NVSP/firm has the right to contact him/her directly or through the IA and schedule an appointment- based on the youth availability and preference to attend a 30-40 minutes interview and fill the baseline questionnaire. In order to facilitate the data collection, the NVSP will organize, in collaboration with IAs, meetings at the Implementing Agency (or at any other convenient location) so that the youth included in the project proposal can fill the questionnaire. Additionally, a process evaluation will be conducted in order to complement the results of the impact evaluation. The sample of the study will be generated by statistical software in a stratified random manner that guarantees selection of volunteers from all IAs.

Those IAs whose projects are selected for financing will have to assign M&E related activities to the project coordinator or to whoever he/she designates as the M&E focal point for the project (see Section III), including submission of a monthly activity report with detailed information on participating volunteers as well as on progress to-date and any other operational issues and/or challenges faced (see Annex 7). He or she will also be in charge of supporting any other M&E related activity, including the collection of baseline and follow-up data for the impact evaluation. The NVSP will conduct an M&E training for all IAs whose projects are selected for financing prior to commencement of projects to familiarize the IA representative with the NVSP M&E system, reporting documents and tools, as well as improve the capacity building of IAs to manage their projects through successful use of M&E system.

**X. Environmental impact**

As projects will be identified by interested and eligible IAs in partnership with the local community (bottom-up, demand-driven approach), the precise nature of the activities cannot be known in advance. However, no environmental impacts are expected as the projects financed in the context of SGP will not entail construction or physical investments. However, for due diligence, an environmental and social checklist is contained as annex in the manual (see Annex 9). This checklist will be used to screen the sub-project proposals. If the screening checklist shows potential adverse environmental and/or social impacts, the sub-projects will not be funded. Those selected for funding by the PMT will also be reviewed by the World Bank Environmental Specialist for clearance before final approval.
XI. Quality assurance

Selected IAs must ensure that its projects activities are carried out as effectively and efficiently as possible. They must follow all process and procedures described in this manual as well meet all the obligations included in their contracts. This includes delivering high quality products (namely providing a meaningful volunteering experience as well training to volunteers), participating in the required training session described in Section VII.4 of this manual as well as complying with all the established requirements related to Financial Management, Procurement, M&E (including reporting obligations), environmental impact, and safety at work (See sections VIII, IX, X, XII and XIII). To promote quality assurance, all payments included in the contract between MoSA and each selected IA (see Annex 4) will be disbursed upon completion of specific milestones and upon receipt of a financial/activity report describing project progress-to-date (see Annex 4 and 7). In addition, the PMT will conduct random audits/spot checks during implementation of the projects. A report summarizing the audit/spot check’s findings will be prepared by the PMT and will be shared with the selected IA within 3 days. In the event that selected IAs are found to be not in compliance with one of more NVSP rules and procedures and/or not fulfilling their obligations as described in this section, the audit/spot check report will include recommendations to improve compliance. Selected IAs will have 7 days to take action. Failure to do will result in termination of the contract.

XII. Safety at work

The safety of volunteers throughout the duration of the projects financed under the SGP is critical. Poor working conditions can lead to injuries that can cause physical and financial distress to the volunteer and his or her family. In addition, productivity is lost when workers, or in this case volunteers, have to stop doing their job to deal with the situation. Even after the injured worker/volunteer has been sent home or taken to hospital, other workers/volunteers may be distracted or need to take time off from work in the aftermath of the incident. As such, it is important that all selected IAs anticipate, identify and eliminate conditions or practices that could result in injuries and illness among participating volunteers. Thus, selected IAs are required to provide volunteers an on-the-job safety training session to be delivered before projects begin to be implemented, and which must include all the safety processes and procedures to be followed to prevent and mitigate injuries at the workplace. In addition, each selected IA will appoint a staff to oversee overall safety throughout project implementation. Selected IAs might also chose to identify a volunteer or a group of volunteers who act as the project’s designated safety team. These volunteers would be responsible for ensuring that the premises are in compliance with all safety regulations.

XIII. Complaint Mechanism

Development projects can have adverse impacts on many actors, ranging from project beneficiaries to members of the community where the project is being implemented. As such, it is critical for affected individuals to be able to express their concerns and have their issue resolved thoroughly and in a timely manner. As such, the PMT will provide all project stakeholders (IAs, participating volunteers, etc.) the name and contact information of a designated PMT staff that will handle all the filed complaints. His or her name and contact information will also be featured in the project Facebook page and the MOSA website, so that anyone desiring to voice his or her concern is able to do so. In addition, complaints and feedback can be submitted through the online portal.
Annex 1: Sample Terms of Reference: SGP Participating Volunteers

National Volunteer Service Program (NVSP)

TERMS OF REFERENCE

SGP Participating Volunteers

I- Introduction:

The Government of Lebanon has included the promotion of volunteerism in Lebanon as an objective in the National Social Development Strategy. As such, in 2013, in an effort to expand volunteering opportunities for Lebanese youth, the World Bank through the State and Peace Building Fund supported Ministry of Social Affairs (MOSA) to launch the National Volunteer Service Program (NVSP).

II- NVSP Objectives:

NVSP is a US$2 million grant that seeks to increase youth civic engagement to improve social cohesion across communities and regions by: (i) expanding youth volunteerism, particularly in communities other than their own; and (ii) improving the employability of youth through enhanced soft skills. NVSP has three main components: (i) institution building and capacity development for volunteer civic engagement, which involves inter alia providing Training of Trainers (ToT) on soft skills to MOSA staff as well as participating NGOs, universities and schools; (ii) Small Grants Program (SGP) for NGOs, universities and schools as well as youth summer camps and weekend volunteering programs for expanding volunteer opportunities and building employability skills; and (iii) monitoring and evaluation of civic engagement.

III. Objectives of the Assignment:

As part of the SGP, NGOs, universities and schools whose projects were selected for funding will recruit volunteers for the implementation of their projects. Each volunteer must benefit from at least 80 hours of volunteerism and 20 hours of soft skills training. During the participation in the selected projects, volunteers must respect certain ground rules as included in Section IV of this TORs.

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3 These TORs are only meant to serve as guidelines for NGOs, universities and schools submitting proposals under the SGP. NGOs, universities, and schools are encouraged to adapt these TORs according to their proposed project needs.

4 The project’s SGP program envisages the launching of two Call for Proposals to select volunteer projects put forward by eligible schools, universities and NGOs.
IV- Scope of Work:

During the selected project implementation, every volunteer is expected to:

- Be open and honest about their motivations and goals.
- Network and build positive relationships with colleagues.
- Understand what a job requires before accepting it.
- Carry out their tasks efficiently and honestly.
- Accept guidance and supervision from the person in charge of volunteers.
- Participate in any training offered by the organization.
- Respect confidentiality.
- Be self-motivated.
- Express to the volunteer coordinator their satisfaction or dissatisfaction with the job assigned and suggest improvements or changes.
- Notify the coordinator as soon as possible if they are unable to attend a training session or carry out their assigned duties.
- Strengthen their knowledge and understanding of the concept of volunteerism by reading relevant publications distributed by the Interested Agency (IA) by which they were recruited, and taking active part in its activities.
- Reflect on the type and quality of voluntary action that he/she is undertaking, including participation in ongoing reflection activities, if suggested by the IA.

II- Competencies:

a. Professionalism:

✓ Good knowledge of the IA’s policies, processes and procedures.
✓ Ability to work under pressure, ability to identify and resolve a wide range of issues and on-field problems easily.

b. Communication:

✓ Ability to communicate effectively both verbally and in writing.
✓ Ability to demonstrate openness in sharing information and keeping people informed.

c. Teamwork:

✓ Strong interpersonal skills.
✓ Ability to establish and maintain effective working relations in a multi-cultural and multi-confessional environment with respect for diversity.

d. Patience, compassion, understanding:

✓ With children, the elderly and the disabled case of the presence of any of them during the implementation of the project.
Annex 2: Flowchart of the Small Grants Program Selection Process

1. Implementation of the awareness campaign
2. Launch of the Calls for Proposals
3. Submit proposals to the PMT at MOSA
4. Basic eligibility review based on the screening form
   - Reject if incomplete or not eligible
5. Pass: IA and project are eligible
6. Technical Team reviews, evaluates, scores and ranks eligible proposals
7. Administrative Committee validates results
8. Minister approves results of the selection process
9. Notification to all applicants and contract signature by winner
10. Contract counter-signature by the Minister
11. Training of selected IAs whose project was approved
12. Supervise & monitor the implementation of projects
13. Conduct evaluation of projects
Annex 3: CfP
Call for Proposals (CfP)
Small Grants Program

I. Background & Objective

The Government of Lebanon has included the promotion of volunteerism in Lebanon as an objective in the National Social Development Strategy. As such, the Government launched, in 2013, the National Volunteer Service Program (NVSP). NVSP aims at increasing youth civic engagement which, in the medium term, is hoped to contribute to enhanced cross-confessional understanding and social cohesion as well as improved youth employability. The target beneficiaries are Lebanese youth aged 15 - 24 from the different regions of Lebanon. A basic principle of the program is volunteering outside of one’s community which could be considered best practice by development psychologist for a change in attitude. The Ministry of Social Affairs (MOSA) will be the main implementing agency, with technical and financial assistance from the World Bank.

The 3-year project has three main components: (i) Institution building and capacity development for volunteer civic engagement, which involves inter alia providing training of trainers (ToT) on soft skills training opportunities to participating NGOs, universities and schools as well as selected MOSA officials to enable them to then deliver the soft-skills training to participating volunteers; (ii) Small Grants Program (SGP), Weekend Volunteering Programs (WVP) and youth summer camps to increase volunteering opportunities for youth; and (iii) monitoring and evaluation (M&E) of civic engagement.

As part of the SGP under component (ii) of the NVSP, eligible Interested Agencies (IAs) will be able to apply for financing to implement projects that both provide volunteering opportunities to eligible youth and benefit the target community. The proposed projects should: (i) contribute to social cohesion, through the recruitment of volunteers from outside the community where the projects will be implemented, and (ii) build employability skills of the youth through the provision of soft-skills training.

Please read the following CfP to assess whether your organization and proposed project complies with the general requirements of the SGP. All completed application packages (see section VII of this document) must be submitted via email and regular mail to the NVSP Project Management Team (PMT) by the deadline, as explained in sections VI and IX of this document. No late and/or incomplete application packages will be accepted. For further information regarding the SGP, please refer to the SGP Operations Manual available on the Online Portal at the following address: www.nvsp.socialaffairs.gov.lb
II. Eligibility Criteria for Implementing Agencies

To be eligible to apply to the SGP, the IAs must:

1. Be registered in the NVSP online portal (See section II. 3)
2. Be legally registered and licensed for 5 years or more at the Ministry of Education and Higher Education.
3. Be a public educational institution or a private educational institution either owned by a non-governmental organization (registered at the Ministry of Interior) or by a religious organization among the confessions officially recognized in Lebanon.
4. Show adequate administrative and financial structure (availability of Procurement and Financial Officers with the ability to engage in fiduciary activities related to the project.
5. Have an institutional Bank account in US dollars specifically dedicated to the project (i.e.: selected IAs will have to open a new account specifically for the project).
6. Designate a project coordinator to be the focal point/contact person for NVSP PMU
7. Designate an M&E focal point to collect and report relevant project data to the NVSP PMU.

III. Eligibility Criteria for Projects

Eligible IAs (see Section III) must ensure that their proposed projects comply with the basic SGP project eligibility criteria. Proposed projects must:

1. Promote youth civic engagement by providing them an opportunity to volunteer.
2. Clearly identify specific goal(s) to be achieved through the completion of a set of activities as part of the proposed volunteering opportunities.
3. Include a budget request from NVSP for up to US$30,000. The requested budget needs to be consistent with the project’s overall goals and related activities, and will be evaluated against the project’s expected results (cost-benefit analysis).
4. Be implemented in 4 months or less, between July 1st and October 31st.
5. Reflect the needs of the local community.
6. Promote volunteerism by ensuring that at least 50 volunteers are recruited from inside the IA for the implementation of the proposed project. Additional participants can be recruited as volunteers from outside the organization.
7. Enhance cross-confessional understanding by ensuring that at least 20% of the total recruited volunteers come from a community other than the one where the proposed project will be implemented.

Example of projects could be: assistance in organizing national events (Beirut Marathon, yearly Summer Festivals, etc.), planting trees, tutoring children with learning disabilities in public schools, helping local library or sports facilities, cleaning sea shores and gardens, collecting items for charity such as clothes, food, or furniture and distributing to poor, orphans, disabled, elderly; helping elderly in nursing homes; raising awareness in schools and universities on topics such as road safety, healthy habits and health issues (AIDS, and other diseases); among others. Community is defined by the village/town the youths has lived for the past 10 years. If the youth has been living in Beirut for the past 10 years, then the neighborhood should be provided.
8. Provide recruited volunteers 20 hours of training and 80 hours of volunteering work.
9. Do not trigger World Bank environmental and social safeguards\textsuperscript{7}.

IV. **Eligibility criteria for youth volunteers**

To be eligible to participate in the SGP, volunteers must be:

1. Registered in the NVSP online portal (See section II- 3 above)
2. Aged between 15 and 24 years – individuals outside this age group who are interested in volunteering can participate in selected projects. However, volunteers outside the age group will not be counted toward the minimum 50 volunteers number required per project or towards the minimum that at least 20\% of them must come from a community other than the one where the project will be implemented.
3. Lebanese.
4. Balanced in terms of gender breakdown.

V. **Selection Process**

IAs will have 30 Calendar days to submit their completed proposal from the date of the Launching of the Call for Proposals on May the 18\textsuperscript{th} till June the 18\textsuperscript{th} 2016. **Those submitted after this deadline will not be considered.** Applicants will be invited to fill in the standard application template form with the following information:

a) General information on the IA
b) Relevant experience (at least on community-based project)
c) Project description, components and activities and Timeline
d) Budget (detailed with reference to the training courses provided)
e) Environmental and social risks and proposed mitigation measures
f) Sustainability
g) Primary Partner, if applicable
h) Annex 1: List of Volunteers
i) Annex 2: Procurement Documents (i.e.: 3 quotations for budget items that cost more than US$500)

Prior to the thorough review by the NVSP Technical Team (please refer to the manual for more details on the selection process), proposals will be pre-screened to ensure compliance with the basic eligibility criteria as specified in Sections II III, and IV of this document (See Screening Form included in the attached application form template). IA/Project implementation site will be visited by the technical team representatives to complete the assessment and the evaluation of the proposed project. Proposals found to be incomplete or ineligible will be rejected. IAs will facilitate the collection of additional information of selected participants by the NVSP as needed for program monitoring/evaluation purposes.

\textsuperscript{7} See World Bank safeguard policies
The applications that pass this initial screening will then be thoroughly reviewed and ranked by the Technical Team based on the following criteria (more detailed can be found in the Annex 1 attached to this CfP):

1. Institutional Appraisal - 20 points
2. Technical Appraisal - 50 points
3. Project Impact - 10 points
4. Financial Appraisal - 20 points

The PMT will notify all IAs by email of the decisions regarding their applications once the selection process is completed. The selected projects will also be published on the online portal and on Social Media.

Approved projects will be implemented starting July 1st throughout a period of maximum 3 months.

VI. Required documents

The following documents should be provided as part of the application package:

a) IA Registration documents
b) List of employees with names and titles who will be working on the proposed project, including a Financial Management Specialist.
c) Proof of holding a bank account in US$ (for accepted proposals)
d) Procurement documents of proposed activities
e) List of volunteers who will participate in the proposed project, including for each of them their identification, community and contact details for screening and monitoring and evaluation purposes

VII. Contracting, Financial Allocation and Reporting Requirements

Following the notification, selected IAs will be awarded a contract (see Annex 4 for the contract template in the SGP Manual). It is important to note that the expenditures incurred during the preparation of the proposals shall be entirely born by the IA – even for proposals that will not receive funding. The IAs will have two (2) calendar days to review the contract and request clarifications from the PMT.

The selected IA will have two (2) calendar days to sign the contract and send one (1) soft copy as well as two (2) original hard copies to the PMT following the guidelines mentioned in section VIII of this document. The PMT will then submit signed contracts of all accepted projects to the Minister of Social Affairs for counter-signature. This is expected to take approximately five (5) calendar days. The selected IAs will keep one of the two counter-signed copies of the contract and the NVSP will keep the other.

The IA must abide by all clauses included in the contract, particularly those related to financing and reporting requirements. Non-compliance following a grace period will result in the termination of the contract (see section XII of the SGP Manual).
VIII. Submission details & contact information

The applications should be submitted to the NSVP team at the following email address info@nvsp-socialaffairs.com and by hand to the Office Address: 5th floor – Ministry of Social Affairs Old Building – Badaro Street – Beirut – Lebanon

All questions related to this call for proposal should be sent to info@nvsp-socialaffairs.com

**Application Template**

**SCREENING FORM**

<table>
<thead>
<tr>
<th>Question</th>
<th>Yes</th>
<th>No</th>
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</thead>
<tbody>
<tr>
<td>Please confirm that the organization is legally registered at the Ministry of Education and Higher Education since more than 5 years.</td>
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<tr>
<td>Please confirm that the organization has project management experience in implementing at least one community-based project</td>
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<td>Please confirm that the organization has submitted a list of volunteers with their ToRs</td>
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<td>Please confirm that the organization will assign a project management team responsible for the implementation</td>
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<td>Please confirm that the amount requested does not exceed the ceiling of US$30,000</td>
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<td>Please confirm that the implementation period of the proposed project is 3 months or less</td>
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<td>Please confirm that a letter signed by the Municipality Board validating the proposed project is submitted as part of the package, if needed</td>
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<td>Please confirm that at least 50 volunteers will be involved in the implementation of the proposed project</td>
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<td>Please confirm that at least 20% of the total recruited volunteer come from a community other than the one where the proposed project will be implemented</td>
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<tr>
<td>Recruited volunteers will receive 20 hours of training and 80 hours of volunteering work</td>
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<tr>
<td>Please confirm that the proposed project does not trigger World Bank environmental and social safeguards</td>
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</table>
APPLICATION FORM

I. General Information on the Interested Agency (IA)

Name of the IA: ...........................................................................................................

Registration number: ............................................................................................

Date of establishment: ...........................................................................................

Address:

Mohafaza: ..............................................................................................................

Caza: ......................................................................................................................

City/Town/Village: .................................................................................................

Street/building/floor: ..............................................................................................

Telephone(s): ........................................................................................................

Email: ....................................................................................................................

Type of organization:

□ Public School

□ Private school run or owned by an a NGO

□ Private school run or owned by a confessional organization

□ Private University (Lebanese University)

□ Private University run or owned by an a NGO

□ Private University run or owned by an a confessional organization

Focal person at the IA (Project Manager)

Name: .....................................................................................................................

Phone number: ....................................................................................................

Email:
II. **Relevant experience and capacity of the Interested Agency**

A. **Relevant Experience (if applicable)**

1. **Project Management**

Select the most recent project implemented by the organization.

- **Project Title:** .................................................................
- **Project Objectives:** ..........................................................
- **Budget:** .................................................................
- **Length of implementation:** ..............................................
- **Start & end date:** ..........................................................
- **Funding source:** ...........................................................
- **Number of employees involved in the implementation:** ..........................................................
- **Number of volunteers involved in the implementation:** ..........................................................

B. **Capacity of the organization**

Number of employees involved in the implementation of the proposed project which must include at least program manager, procurement officer and financial management specialist – please attached the list of names and titles
III. Project description, components and activities

Summary of the Project

Title ........................................................................................................
Location ...................................................................................................
Duration ...................................................................................................
Start date ...................................................................................................
Total project cost ......................................................................................
Total budget requested ............................................................................
Sector of intervention ..............................................................................
Total number of beneficiaries: .................................................................

Project Details

The problem the project wishes to solve or address ................................
Main Project Objective/outcomes (what the project wants to achieve) ....
Specific objectives/outputs (3 or 4 realistic objectives that can be achieved over the lifespan of the proposed project) .................................................................
Proposed project activities to reach the specific and ultimately the general objective .................................................................
**Action plan**

Based on the two previous sections “Summary of the Project and “Project Details”, please indicate the approximate time period (in month) needed for the implementation of each activity. This action plan should include the Soft Skills training implementation plan.

<table>
<thead>
<tr>
<th>Activity</th>
<th>M1</th>
<th>M2</th>
<th>M3</th>
<th>M4</th>
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<tbody>
<tr>
<td>Activity 1</td>
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<td>Activity 2</td>
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**IV. Implementation arrangements**

Roles and responsibilities of the IA’s project implementation team, including procurement and financial management specialists:

Role/involvement of the local community:

Other:

**V. Working with Volunteers**

All volunteers selected to participate in the implementation of the proposed project must be registered in the online portal. Kindly fill out the table in Annex 1 below. In case a volunteer listed in the annex decides not to participate, the IA must notify the NVSP team of the replacement.

1. Total number of youth (aged 15-25) volunteering for the project: ……………………

2. Number of youth (aged 15-25) volunteering in communities other than their own: …

3. Please provide detailed information (methodology, process, etc.) on how you plan to:

   Provide the required soft skills training to volunteers based on the training of trainers to be provided to selected IA staff:

   Supervise volunteers:

   Ensure safety at work of volunteers:
VI. Budget

<table>
<thead>
<tr>
<th>Categories</th>
<th>Unit cost (A)</th>
<th>Number of units (B)</th>
<th>Total (C= A x B )</th>
<th>Amount requested from the NVSP</th>
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<tbody>
<tr>
<td>Goods/Equipment</td>
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<td>Staff time/salary</td>
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<td>Services</td>
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<td>Training of volunteers</td>
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<td>Total</td>
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<td>Maximum of US$30,000</td>
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VII. Environmental and Social Risks and Proposed Mitigation Measures

Please provide any environmental and social risk and proposed mitigation measures:

…………………………………………………………………………………………

VIII. Sustainability

Please provide details on the maintenance and sustainability plan (if applicable) – how will the project be sustainable beyond the phase funded by the NVSP – how will the organization recruit and manage volunteers?

…………………………………………………………………………………………

IX. Primary Partner, if applicable

Name:…………………………………………………………………………………………
Type:…………………………………………………………………………………………
(NGO, CSO, municipality, etc)……………………………………………………………………
Address:…………………………………………………………………………………………
Telephone:…………………………………………………………………………………………
Focus person: (name, title, email, etc.)……………………………………………………………………
Brief description of the main activity/field of expertise:……………………………………………………………………
Legal status of partnership agreement (MOU):……………………………………………………………………
Type of partnership:…………………………………………………………………………………………
Duration of partnership:…………………………………………………………………………………………
Responsibility of the partner:…………………………………………………………………………………………
Annex 1 - List of volunteers

<table>
<thead>
<tr>
<th>ID number Generated by the online portal</th>
<th>First Name</th>
<th>Last Name</th>
<th>Place of residence (Municipality)</th>
<th>Date of birth</th>
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<tr>
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Annex 2 - Procurement Documents

a. Goods: requesting quotations, evaluation, purchase order (templates available upon request)

b. Individual consultants: CV, evaluation, contract (templates available upon request)

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*For guidance purposes, and if the institution has something along these lines they can use their template provided it contains the needed information*

<table>
<thead>
<tr>
<th>Task</th>
<th>Completed Date</th>
<th>Amount Budgeted ($)</th>
<th>Amount Expended ($)</th>
<th>Notes</th>
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<tr>
<td>Total</td>
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<tr>
<th>Task</th>
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<th>Amount Budgeted ($)</th>
<th>Amount Expended ($)</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
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<table>
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<th>Amount Budgeted ($)</th>
<th>Amount Expended ($)</th>
<th>Notes</th>
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</table>

### Financial Status

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<th>Total Amount Expended ($)</th>
<th>Balance ($)</th>
</tr>
</thead>
<tbody>
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</tr>
</tbody>
</table>

Name:

Signature:
Annex 5: Procurement Plan Template

<table>
<thead>
<tr>
<th>No.</th>
<th>Plan</th>
<th>Procurement Method</th>
<th>Location/Description</th>
<th>Estimated Cost (US$)</th>
<th>Revised Estimated Cost (US$)</th>
<th>Submission of Readiness Date</th>
<th>Invitation Date</th>
<th>Bid Opening Date</th>
<th>Evaluation &amp; Recommendation Date</th>
<th>Contract Award Date</th>
<th>Start Date</th>
<th>Completion Date</th>
<th>Completion Comments</th>
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<td>E</td>
<td>10</td>
<td>15</td>
<td>5</td>
<td>4</td>
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<td></td>
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<tr>
<td>2</td>
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<td>E</td>
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<td>3</td>
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<td>E</td>
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<td>E</td>
<td>10</td>
<td>15</td>
<td>5</td>
<td>4</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Total**
Annex 6: Baseline Survey Questionnaire⁹

[Insert instructions for presentation]:

[Hello, my name is… I am conducting a survey for the National Volunteer Service Program "NVSP"… The NVSP is a program at the Ministry of Social Affairs "MoSA", funded by a grant from the World Bank, which aims at increasing youth volunteerism and thus civic engagement and social cohesion. The target beneficiaries are youth aged between 15 and 24 years from the different regions of Lebanon].

[Read informed consent form before starting the questionnaire]

<table>
<thead>
<tr>
<th>Informed Consent Form</th>
</tr>
</thead>
<tbody>
<tr>
<td>This survey aims to collect information for improving the quality of the National Volunteer Service Program (NVSP) of Lebanon. The NVSP aims to promote inter-community volunteering and social cohesion values among the Lebanese youth. The survey will take roughly 30 minutes.</td>
</tr>
</tbody>
</table>

By completing this questionnaire, you will help us:

1) Improve the knowledge about the interests, expectations and attitudes of Lebanese youth towards volunteerism;

2) Learn whether by volunteering the youth can improve their employability / soft skills (personal and social abilities such as teamwork, leadership and communication) and hence increase their chance of finding a job or improve their earnings; and

3) Learn whether by volunteering in communities other than their own the youth can improve their tolerance to differences and sense of belonging to the Lebanese community.

Your participation in this survey is voluntary. No risks or discomforts are anticipated from taking part in this study. Some of the questions that you will be asked to respond in the survey may be personal. If you feel uncomfortable with a question, you can skip that question or withdraw from the study altogether. If you decide to quit at any time before you have finished the questionnaire, your answers will NOT be recorded.

Please respond truthfully to all the questions. We are interested in your responses only insofar they represent the Lebanese interested in volunteering. Since you were chosen randomly to respond this survey among a small sample of youth, the reliability of your responses is critical for the validity of the study.

The collected information will remain confidential. It will be used exclusively for eligibility screening and for program monitoring/evaluation purposes. Only consolidated results will be published. Note that the Lebanese laws prohibit the disclosing of personal data without the expressed consent of the concerned person (Decree #1793, 22/02/1979).

⁹Kindly note that the font size of the NVSP baseline questionnaire below has been reduced 1p from its actual size so that it can fit the format of this SGP manual.
If you have concerns or questions about this study, please contact the NVSP at: info@nvsp-socialaffairs.com

*By beginning the survey, you acknowledge that you have read this information and agree to participate in this research, with the knowledge that you are free to withdraw your participation at any time.*

*Thank you very much for your collaboration!*
Section 1. General Information

Date of interview: [___/___/2015]

Interview started at: [_____:_____] (hour/minute)

1.1. a. Questionnaire number: [___/___] (To be generated automatically)

1.1.b. What is the name of the NGO/organization you are volunteering with now? …………………………………

1.2. What is your name?

1.2.1. First name: …………………………………………………………………………………...(Given name)

1.2.2. Last name: …………………………………………………………………………………...(Family name)

[Add: 1.2.b. NVSP online portal identification code: _ _ _ _ _ _ _ _ _ ]

[The interviewer will have a list with NVSP registered youth to be interviewed and will enter the unique NVSP registration number of the respondent here]

1.2 B. Code of the NVSP participant: ………………………………………

(Write down the code from the list of youth registered with the NVSP and place it in the appropriate field)

1.3. Gender: 

☐ 1 – Male

☐ 2 – Female

[Do not ask the question; just check the right option]

1.4. Date of birth: 

☐ 1 – Day  ☐ 2 – Month  ☐ 3 – Year

1.5. Nationality:

☐ 1 – Lebanese

☐ 2 – Other, specify: ……………………………………………………………………………

1.6. What language(s) do you…?

[Multiple responses allowed. Wait for spontaneous response. In case of doubt, read options below to respondent]

1.6.1. Speak fluently?  

☐ 1 – Arabic  ☐ 2 – English  ☐ 3 – French  ☐ 4 – Other(s), specify: …………………

1.6.2. Write correctly?  

☐ 1 – Arabic  ☐ 2 – English  ☐ 3 – French  ☐ 4 – Other(s), specify: …………………

1.6.3. Read frequently?  

☐ 1 – Arabic  ☐ 2 – English  ☐ 3 – French  ☐ 4 – Other(s), specify: …………………

1.7. Do you have children?  

☐ 1 – Yes

☐ 2 – No  [If response is “NO”, go to question 1.8]

[If “YES”, read one by one each of the following options]

1.7.1. How many children do you have?  

[___/___]
1.7.2. How many children under the age of 3? 

1.7.3. How many children between the ages of 3-15? 

1.8. Please select all the education diplomas/certificates you have obtained: 
[Wait for spontaneous response, and then enter the right options. Please note that multiple responses are allowed, and should be frequent indeed – for instance, if you have completed a Master’s degree (option 5), all options 1, 2, 4, and 5 should be checked] 
[In case of doubt regarding if the response provided refers to completed or ongoing studies, ask for clarification] 

[READ THIS CLARIFICATION TO THE INTERVIEWEE:] 
“Please do NOT select the studies you are currently taking of which you have not obtained the diploma/certificate yet. For instance, if you are a university student, then you should have obtained the intermediate brevet and the technical/general secondary education certificate”

☐ 1 – Intermediate Certification Lebanese Brevet (end of grade 9).

☐ 2 – Lebanese General Secondary Certificate (end of General Secondary school)

☐ 3 – Baccalaureate Technique (end of Technical Secondary school)

☐ 4 – University 3-5 year level diploma (BA, BS, Licensee…)

☐ 5 – University graduate level (Master’s, Doctorate…)

☐ 6 – End of vocational or complementary education studies.

☐ 7 – Other certificates/diplomas; specify: ……………………….

☐ 8 – I don’t know.

1.8.a. What is the highest educational level your father has completed (in case you were raised by someone else other than your father, consider the question for him)?

<table>
<thead>
<tr>
<th></th>
<th>1</th>
<th>Does not read nor write</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td></td>
<td>Elementary</td>
</tr>
<tr>
<td>3</td>
<td>Intermediate</td>
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<td>4</td>
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<td>Secondary</td>
</tr>
<tr>
<td>5</td>
<td>University</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td></td>
<td>Postgraduate studies (Master's- PhD)</td>
</tr>
<tr>
<td>7</td>
<td>Vocational/Technical</td>
<td></td>
</tr>
<tr>
<td>8</td>
<td></td>
<td>Other certificates/diplomas; specify: ……………………….</td>
</tr>
<tr>
<td>9</td>
<td>I do not know</td>
<td></td>
</tr>
</tbody>
</table>

1.8.b. What is the highest educational level your mother has completed (in case you were raised by someone else other than your mother, consider the question for her)?
1.9. Have you completed any additional training (besides your formal education)?
☐ 1 – Yes    ☐ 2 – No  *(If response is “NO”, skip next question and go to Section 2)*

1.10. Please select the types of training you have completed and their approximate duration:
*Read each option below regarding the type of training (including the definitions of each type of training); then wait for spontaneous response regarding the duration of each training.*
*(Please in multiple trainings add all durations)*

<table>
<thead>
<tr>
<th>Type of Training</th>
<th>1 day</th>
<th>1 day to a week</th>
<th>More than 1 week</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 – Volunteering training:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><em>(Training that prepare the youth especially for working as a volunteer)</em></td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>2 – Technical/professional training:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><em>(Training that prepare the youth for carrying out specific administrative, technical or professional tasks)</em></td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>3 – Soft skills training:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><em>(Training focusing on improving personal and social abilities such as communication, teamwork and leadership skills)</em></td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Does not read nor write</th>
<th>Elementary</th>
</tr>
</thead>
<tbody>
<tr>
<td>Intermediate</td>
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<td>University</td>
<td>Postgraduate studies (Master's- PhD)</td>
</tr>
<tr>
<td>Vocational/Technical</td>
<td>Other certificates/diplomas; specify: ........................................</td>
</tr>
<tr>
<td>I do not know</td>
<td></td>
</tr>
</tbody>
</table>
Section 2. Contact Information

[Read the following section presentation]

Please complete all the items in this section. The contact information about you and your next of kin (family members or close friends) is critical for ensuring that we will be able to reach you one year following your volunteering experience in order to evaluate the impact of the program.

2.1 Personal telephone number(s):

1 – Telephone number 1 / / (Mandatory)
2 – Telephone number 2 / / (Optional)

[Do not suggest this to the respondent but, in case he/she does not have any personal phone numbers, ask him/her to provide the phone number of a close relative or friend, and add annotation on the side explaining this extent]

[Just after having noted down the phone numbers provided, read the numbers to the respondent so that he/she can confirm that the information filled is correct]

2.2 Personal e-mail address(es):

2.2.1 E-mail address 1: ...............................................................@.......................... (Mandatory)
2.2.2 E-mail address 2: ...............................................................@.......................... (Optional)

[Do not suggest this to the respondent but, in case he/she does not have any e-mail addresses, ask him/her to provide the e-mail address of a close relative or friend, and add annotation on the side explaining this extent]

[Just after having noted down the e-mail addresses provided, show them to the respondent so that he/she can confirm that the information filled is correct]

2.3 What is your permanent address?

2.3.1 Detailed address (street, building, floor...): .................................................................

2.3.2 Governorate (Mohafazat) → District (Caza):

[Only one response per governorate and only one response per district allowed]

[Please do not forget to fill the information regarding both the governorate and the district]
2.3.3 City/Town/Village: .................................................................

2.4 Have you lived (for at least 1 year) anywhere else than at the district where you live at present?

☐ 1 – Yes  ☐ 2 – No (Go to 2.5)

3 – Where have you lived in the past? (Please select all places where you lived at least for 1 year)

☐ 1 – Beirut  →  ☐ 1.a. – Beirut
☐ 2 – Mount Lebanon  →  ☐ 2.a. – Baabda  ☐ 2.b. – Aley  ☐ 2.c. – Matn
☐ 3.d. – Keserwan  ☐ 2.e. – Chouf  ☐ 2.f. – Jbeil
☐ 3 – North  →  ☐ 3.a. – Tripoli  ☐ 3.b. – Akkar  ☐ 3.c. – Zgharta
☐ 3.d. – Bsharri  ☐ 3.e. – Batroun  ☐ 3.f. – Koura
☐ 3.g. – Miniyyeh-Danniyeh

☐ 4 – Beqaa  →  ☐ 4.a. – Baalbek  ☐ 4.b. – Hermel  ☐ 4.c. – Zahle
☐ 4.d. – Rashaya  ☐ 4.e. – Western Beqaa

☐ 5 – South  →  ☐ 5.a. – Sidon  ☐ 5.b. – Jezzine  ☐ 5.c. – Tyre

☐ 6 – Nabatiye  →  ☐ 6.a. – Nabatiyeh  ☐ 6.b. – Marjeyoun  ☐ 6.c. – Hasbaya
☐ 6.d. – BintJbeil

☐ 7 – Other countries than Lebanon

2.5 Please provide contact information of 3 next of kin (family members of close friends) of yours:

[Read the following clarification.

If the interviewee seems reluctant to respond or asks why the NVSP would want to contact them in the future, explain that for impact evaluations it is needed to collect data before and after the program and that, in order to be able to do it, it is critical to have detailed contact information.

In case the interviewee asks why we would like to contact them in the future, explain that it will be exclusively for program screening and evaluation purposes.]

This information will remain confidential and will be used exclusively for contacting you in case we cannot reach you through your personal telephone number, e-mail address, or permanent address above.

2.5.1 Next of kin 1:

1 – First name / last name: ................................................................. / .................................................................

2 – Relation to respondent: .................................................................

3 – Telephone number: ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐

4 – E-mail address: .................................................................@...............................................................
2.5.2 Next of kin 2:
1 – First name / last name: .............................................................. / ..............................................................
2 – Relation to respondent: ..............................................................
3 – Telephone number: ..............................................................
4 – E-mail address: ..............................................................

2.5.3 Next of kin 3:
1 – First name / last name: .............................................................. / ..............................................................
2 – Relation to respondent: ..............................................................
3 – Telephone number: ..............................................................
4 – E-mail address: ..............................................................

[Show to the respondent so that he/she can confirm that information filled is correct]

Section 3. Volunteers’ interests and expectations / Attitudes towards volunteering

3.1. What are the three main reasons why you are interested in volunteering? (Please select up to 3 reasons) [Wait for spontaneous response]

☐ 1 – Help someone ☐ 2 – Give back to the community ☐ 3 – Donate time
☐ 4 – Share skills ☐ 5 – Fulfill a spiritual need or obligation ☐ 6 – Make new friends
☐ 7 – Learn a new skill ☐ 8 – Fulfill a mandate or requirement ☐ 9 – Be an advocate
☐ 10 – Feel needed ☐ 11 – Get to know other communities better ☐ 12 – Have a change in my life
☐ 13 – Explore a career ☐ 14 – Set an example for others ☐ 15 – Act on a passion
☐ 16 – Find a job ☐ 17 – Do something outside of oneself ☐ 18 – Help my country

[Double check that no more than three reasons are provided. In case more than three reasons have been provided, ask the respondent to choose the three most important things that motivated him/her to volunteer.]

3.2. What are your main areas of interest?: (Please select as many areas of interest as you want) [Wait for spontaneous response. In case of doubt, show the questionnaire (or a card) with the options to the respondent. Multiple responses allowed].

☐ 1 – Education / research ☐ 2 – Health ☐ 3 – Water and sanitation
☐ 4 – Government activities ☐ 5 – NGO activities ☐ 6 – Human rights
☐ 7 – Women’s equality ☐ 8 – Religious activities ☐ 9 – Social / welfare programs
☐ 10 – Culture / recreation ☐ 11 – Food aid ☐ 12 – Transport / communication
☐ 13 – Financial services ☐ 14 – Business support ☐ 15 – Agriculture / fishing
☐ 16 – Industry / energy ☐ 17 – Construction / housing ☐ 18 – Trade-related activities
3.3. Do you have any volunteer experience?

☐ 1 – Yes ☐ 2 – No (Go to 3.5)

[If the interviewee asks what is meant by “volunteer experience”, rephrase the question to “Have you volunteered before?”]. In case this project is the first time he/she will volunteer, check “No”]

3.4. What is approximately the total duration of your volunteer experience?

[Read this clarification]

(Please add all durations, in case you have volunteered several times, for several organizations, from time to time or at irregular intervals)

[Wait for spontaneous response. In case of doubt, provide the following examples:
- “If you have volunteered two different summers for one week each time, you would respond “several weeks to one month” (Option 3)
- “If you have been volunteering one week a month for the last year, that would add up to 12 weeks, so the respond would be “several months to one year” (Option 4).]

☐ 1 – One day or less ☐ 2 – Several days to one week ☐ 3 – Several weeks to one month
☐ 4 – Several months to one year ☐ 5 – Over one year

3.5. Volunteer experience (Please complete in full, starting with your most recent volunteer experience.)

3.5.1. Your most recent volunteer experience:

1 – Organization name: .................................................................

2 – When did you start the volunteer experience? 2.a. – Month: 2.b. – Year: 

3 – When did the volunteer experience finish? 3.a. – Month: 3.b. – Year: 

☐ 3.c. – Please check this box in case you are currently volunteering for this organization

4.- How much time did you spend volunteering?

(Please add all durations in case you have volunteered from time to time or at irregular intervals)

☐ 4.a. – One day or less ☐ 4.b. – Several days to one week
4.c. – Several weeks to one month  
4.d. – Several months to one year

4.e. – Over one year

3.5.2. Your previous volunteer experience 1:

1 – Organization name: ……………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………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Volunteering may contribute to increasing understanding across communities

Volunteering contributes to expand the professional network of those who volunteer

Volunteers have a better chance to find a job than those who do not volunteer

Volunteering may contribute to improving social cohesion in Lebanon

Volunteering contributes to improving the self-satisfaction of those who volunteer

[Before moving to the next question, quickly check that only one response has been provided per item, and that no item has an empty response and, if so, ask for clarification]

3.7. How did you know about the National Volunteer Service Program?
[Wait for spontaneous response]

1. TV ad for about National Volunteer Service Program
2. Previous experience with the Ministry of Social Affairs as a volunteer (for example, participation in summer camps).
3. From the NGO you volunteer with
4. NVSP communication tools (e.g. flyers, banners)
5. NVSP Social media (Facebook page, Twitter, Instagram)
6. Newspapers (including online newspapers)
7. From a relative/friend
8. Ministry of Social Affairs website
9. Never heard of the program
10. Others, specify: ___________

3.8. What do you expect of your participation in the National Volunteer Service Program?
[Wait for spontaneous response, then write response]

1. Improve my soft skills so that I will have a better chance to find a job
2. Get involved in intercommunity activities
3. Learn new skills
4. Get to know new people and build new friendships

5. Explore and gain volunteering experience

6. Adventure (new activities/ideas, region, people)

7. I don’t know / I have no expectations

8. Others, specify: ___________

Section 4. Employment

[Read section presentation]

The following questions aim to understand what work experience you have at present. This information will be used for assessing, one year following the completion of the project, whether your volunteering experience has affected positively your chance to find a job or your chance to find a better paid job. Please remember that you can skip any question you feel uncomfortable about, and that in any case all your responses will remain confidential and will be used exclusively for program monitoring and evaluation purposes.

4.1 Are you studying at present?

[Read the options and tick the response provided]

☐ 1 – Yes, I am a full time student ☐ 2 – Yes, I am a part time student. ☐ 3 – No, I’m not

[In case of doubt about what “full time” and “part time” mean, explain that “full time” means just to be studying and “part-time” to be studying and working at the same time –regardless the number of hours taken for studying or working]

4.2 Have you ever had a paid job?

☐ 1 – Yes ☐ 2 – No

[In case the respondent asks what “paid job” means, explain that it refers to every activity that is paid –for instance, paid internships are considered paid jobs]

4.3 What is your current status?

[Read all the options. Only one choice allowed]

☐ 1 – Employee / Paid internship ☐ 2 – Unpaid job or internship ☐ 3 – Self-employed

☐ 4 – Unemployed / Looking for a job ☐ 5 – Inactive / Not looking for a job

[Double check that only one option has been selected and, if not, ask for clarification]

4.6 In the last month, have you been offered any paid jobs of a dedication of at least 20h per week)?

☐ 1 – Yes ☐ 2 – No (Go to question 4.4)
In case the respondent asks what “paid job” means, explain that it refers to every activity that is paid—for instance, paid internships are considered paid jobs.

4.7 Did you accept any of the paid jobs that were offered to you in the last month?
- [ ] 1 – Yes *(Go to question 4.4)*
- [ ] 2 – No

[In case the respondent asks what “paid job” means, explain that it refers to every activity that is paid—for instance, paid internships are considered paid jobs]

4.8 What are the main reasons why you declined the job(s) that were offered to you? *Select all that applies*  
[Wait for spontaneous responses. *Multiple responses are allowed*]

- [ ] 1 – Insufficient salary
- [ ] 2 – Excessive number of work hours
- [ ] 3 – The job was not interesting
- [ ] 4 – I felt unprepared for the job
- [ ] 5 – I wanted to focus on my studies
- [ ] 6 – I already had a job
- [ ] 7 – I was sick
- [ ] 8 – The location of the job was too far or inconvenient for me
- [ ] 9 – Other, specify:

Please tell us more about your jobs in the last two years:

4.5 Work experience *Please complete in full, starting with your most recent job*  
*[Read every option in each of the questions below]*

4.5.1 Your most recent job:

1 – Name of business or employer: .................................................................

2 – When did you start working there? *(First month you received a salary for this job)*
   2.a. – Month: 
   2.b. – Year: 

3 – When did you finish this job? *(Last month you received a salary for this job)*
   3.a. – Month: 
   3.b. – Year: 

[ ] 3.c. – This is my present job / I am currently working for this business or employer

4 – How much did you earn? *(Salary per month, including health and other types of benefits, if any)*
Section 5. Employability / soft skills

[Read section presentation]

This section is designed to measure your employability and soft skills (leadership, teamwork, communication, and self-esteem) in order to assess at the end of the program whether participants have improved these types of skills following their volunteering experience. It is not a test, so there are no right or wrong answers. Please answer the questions as honestly as possible. This information will remain confidential (only consolidated results will be published) and used exclusively for program monitoring/evaluation purposes.

5.1. Leadership / teamwork skills

To which extent do you agree or disagree with the following statements? (Please tick ONE box on each line)
Explain: “Now I will be reading several sentences and I would like you to please choose a number between 1 and 5, with “1” meaning that you strongly agree with the sentence, “5” meaning that you strongly disagree”, and “3” meaning that you neither agree nor disagree; then start reading each question.

<table>
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<th></th>
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<th>Strongly agree</th>
<th>Agree</th>
<th>Neither agree nor disagree</th>
<th>Disagree</th>
<th>Strongly disagree</th>
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<tr>
<td>1</td>
<td>I can be a good group leader</td>
<td>1</td>
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<td>5</td>
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<td>2</td>
<td>I can help a group be successful</td>
<td>1</td>
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<td>3</td>
<td>I can be happy even when my group has decided to do something I don’t want to do</td>
<td>1</td>
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<td>3</td>
<td>4</td>
<td>5</td>
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<td>4</td>
<td>I can appreciate opinions that are different from my own</td>
<td>1</td>
<td>3</td>
<td>3</td>
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<td>5</td>
<td>I can place group goals above the things that I want</td>
<td>1</td>
<td>2</td>
<td>3</td>
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<tr>
<td>6</td>
<td>I can cooperate with others</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>7</td>
<td>I can be a team-player in a small group</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
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<td>8</td>
<td>I know I can get along with other people in a small group</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>9</td>
<td>I enjoy taking the leadership while working in a team</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>10</td>
<td>I can contribute to the success of my team</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>11</td>
<td>I feel comfortable doing what the majority of the team has agreed to do, even if I would rather do something else</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>12</td>
<td>I enjoy exchanging different points of view in a discussion</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>13</td>
<td>My personal goals are less important than the goals of my team</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>14</td>
<td>I enjoying collaborating with others</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>15</td>
<td>I enjoy helping others while working in a small group</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>16</td>
<td>I enjoy interacting with others while working in a group</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
</tbody>
</table>

[Before moving to the next question, quickly check that only one response has been provided per item, and that no item has an empty response and, if so, ask for clarification]

5.2. Communication skills

To which extent do you agree or disagree with the following statements? *(Please tick ONE box on each line)*
Explain: “Now I will be reading several sentences and I would like you to please choose a number between 1 and 5, with “1” meaning that you strongly agree with the sentence, “5” meaning that you strongly disagree, and “3” meaning that you neither agree nor disagree; then start reading each question. Only one respond per item allowed.”

<table>
<thead>
<tr>
<th></th>
<th>Strongly agree</th>
<th>Agree</th>
<th>Neither agree nor disagree</th>
<th>Disagree</th>
<th>Strongly disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>1</td>
<td>2</td>
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<tr>
<td>2</td>
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<td>3</td>
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<td>5</td>
<td>1</td>
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<td>3</td>
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<td>5</td>
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<tr>
<td>6</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>7</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>8</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>9</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>10</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
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<tr>
<td>11</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
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<tr>
<td>12</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
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<tr>
<td>13</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>14</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
</tbody>
</table>
15 – To help a person understand me, I change the way I speak based on how the other person is talking to me

16 – I find it easy to get my point across

17 – I use my hands to illustrate what I am trying to say

18 – I organize thoughts in my head before speaking

19 – I use body language to help reinforce what I want to say

20 – I make sure I understand what another person is saying before I respond

21 – I rephrase what another person said, to make sure that I understood them

22 – When someone gets mad, I change my tone of voice to help calm them down

23 – I find ways to redirect the conversation when people talk too much

[Before moving to the next question, quickly check that only one response has been provided per item, and that no item has an empty response and, if so, ask for clarification]

5.3. Self-confidence / self esteem

[Read explanation:]
The following scale aims to test your self-confidence / self-esteem. This is an important piece of information for our being able to assess whether volunteers have improved their soft skills after participating in the program. Please remember that you can skip any question you feel uncomfortable about, and that in any case all your responses will remain confidential and will be used exclusively for program monitoring and evaluation purposes.

To which extent do you agree or disagree with the following statements? (Please tick ONE box on each line)

[Explain: “Now I will be reading several sentences and I would like you to please choose a number between 1 and 4, with “1” meaning that you strongly agree with the sentence and “4” meaning that you strongly disagree; then start reading each question.]

Only one response per item allowed]
2 – At times I think I am no good at all. 

3 – I feel that I have a number of good qualities

4 – I am able to do things as well as most other people

5 – I feel I do not have much to be proud of

6 – I certainly feel useless at times

7 – I feel that I'm a person of worth, at least on an equal plane with others

8 – I wish I could have more respect for myself

9 – All in all, I am inclined to feel that I am a failure

10 – I take a positive attitude toward myself

[Before moving to the next question, quickly check that only one response has been provided per item, and that no item has an empty response and, if so, ask for clarification]
6.1.1. Other than in a work environment, how often do you talk to or write to people who are different from yourself in terms of…:

(Please tick ONE box on each line)

[For each question, read each of the four possible responses. Only one response per item allowed. In case of doubt by respondent, provide the following examples of situations where he/she may have interacted with different people: school/university, sports, and cultural activities]

<table>
<thead>
<tr>
<th></th>
<th>Frequently</th>
<th>Sometimes</th>
<th>Seldom</th>
<th>Almost never</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 – Economic background?</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>2 – Gender?</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>3 – Language?</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>4 – Nationality?</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>5 – Community (city/ town)?</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>6 – Religion?</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
</tbody>
</table>

[Before moving to the next question, quickly check that only one response has been provided per item, and that no item has an empty response and, if so, ask for clarification]

6.1.2. How often do you…:

(Please tick ONE box on each line)

[For each question, read each of the four possible responses. Only one response per item allowed]

<table>
<thead>
<tr>
<th></th>
<th>Frequently</th>
<th>Sometimes</th>
<th>Seldom</th>
<th>Almost never</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 – Discuss with friends about how to improve the understanding between Lebanese communities?</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>2 – Attend groups or events that deal with improving your understanding of Lebanese communities other than your own?</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>3 – Challenge others who make offensive comments towards Lebanese communities other than their own?</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>4 – Avoid language that may not be considered respectful by members of other Lebanese communities?</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>5 – Get to know people from Lebanese communities other than your own as individuals?</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
</tbody>
</table>
6 – Take actions (attend events, read books, etc.) for learning about the traditions and values of Lebanese communities (cities/towns) other than your own?

[Before moving to the next question, quickly check that only one response has been provided per item, and that no item has an empty response and, if so, ask for clarification]

6.2. Sense of belonging to the Lebanese community

6.2.1. To which extent do you agree or disagree with the following statements?

(Please tick ONE box on each line)

[Explain: “Please choose for each statement a number between 1 and 7, with “1” meaning that you totally agree, “7” meaning that you totally disagree”, and “4” that you neither agree nor disagree with it; then start reading each question. Only one response per item allowed]

<table>
<thead>
<tr>
<th>I am concerned with the welfare of…</th>
<th>Totally agree</th>
<th>Strongly agree</th>
<th>Somewhat agree</th>
<th>Neither agree nor disagree</th>
<th>Somewhat disagree</th>
<th>Strongly disagree</th>
<th>Totally disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 – Myself</td>
<td></td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
<td>7</td>
</tr>
<tr>
<td>2 – My family</td>
<td></td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
<td>7</td>
</tr>
<tr>
<td>3 – My friends</td>
<td></td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
<td>7</td>
</tr>
<tr>
<td>4 – My schoolmates or professional colleagues</td>
<td></td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
<td>7</td>
</tr>
<tr>
<td>5 – Those close to my political ideas</td>
<td></td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
<td>7</td>
</tr>
<tr>
<td>6 – Those close to my religious beliefs</td>
<td></td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
<td>7</td>
</tr>
<tr>
<td>7 – The Lebanese population</td>
<td></td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
<td>7</td>
</tr>
<tr>
<td>8 – The Arab world population</td>
<td></td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
<td>7</td>
</tr>
<tr>
<td>9 – Humanity</td>
<td></td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
<td>7</td>
</tr>
</tbody>
</table>

[Before moving to the next question, quickly check that only one response has been provided per item, and that no item has an empty response and, if so, ask for clarification]

6.2.2. To which extent do you agree or disagree with the following statements?

(Please tick ONE box on each line)

[Explain: “Please choose for each statement a number between 1 and 7, with “1” meaning that you totally agree, “7” meaning that you totally disagree”, and “4” that you neither agree nor disagree with it; then start reading each question. Only one response per item allowed]
<table>
<thead>
<tr>
<th>My identity is defined by …</th>
<th>Totally agree</th>
<th>Strongly agree</th>
<th>Somewhat agree</th>
<th>Neither agree nor disagree</th>
<th>Somewhat disagree</th>
<th>Strongly disagree</th>
<th>Totally disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 – Being myself</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2 – My belonging to my family</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3 – My belonging to my group of friends</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4 – My occupation (studies, profession…)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5 – My allegiance to my political ideas</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6 – My allegiance to my religious beliefs</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7 – My belonging to the Lebanese community</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>8 – My identity belonging to the Arab world community</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>9 – My belonging to Humanity (all human beings in the world)</td>
<td></td>
<td></td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>

[Before moving to the next question, quickly check that only one response has been provided per item, and that no item has an empty response and, if so, ask for clarification]

Interview ended at: ________:_______ (hour/minute)
Annex 7: Activity report

The frequency of submission of the activity report will depend on the duration of the project. For instance, an IA implementing a project over 3 months shall then submit 3 activity reports, 1 at end of each month. On another hand, if the project lasts 1 month, the IA shall then submit 1 activity report at 2 weeks and another at the end of the month.
### VSP - Activity report - Number of volunteers monitoring template

<table>
<thead>
<tr>
<th># male volunteers from same community (*)</th>
<th># female volunteers from same community (*)</th>
<th># volunteers from other communities (**)</th>
<th># male volunteers from other communities (**)</th>
<th># female volunteers from other communities (**)</th>
<th># volunteer from other community (**)</th>
</tr>
</thead>
<tbody>
<tr>
<td># child volunteers (0-14 years old)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td># youth volunteers (15-24 year old)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td># adult volunteers (25 years old and older)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total # volunteers</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

(*) Number of volunteers from the same community where the project is being implemented  
(**) Number of volunteers from communities other than the community where the project is being implemented

### Volunteer Name

<table>
<thead>
<tr>
<th>Volunteer Name</th>
<th># of training hours</th>
<th># of volunteering hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Total # of training hours

Total # of trained volunteers

### Activities

<table>
<thead>
<tr>
<th>Work package</th>
<th>Title of the activity/sub activity</th>
<th>Activity Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Activity</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Activity</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Please add new lines if you planned more activities

* Options include: 1. Completed as planned  
2. Partially completed  
3. Not completed  
4. Modified

---

55
<table>
<thead>
<tr>
<th>Have any changes occurred in relation to the general project conditions/project set-up in the concerned reporting period? (e.g. key persons, schedules, activities, budget)</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Please describe the project activities' goals implemented and the accumulated results of the project from its start (to be reported at the end of the project implementation).</th>
</tr>
</thead>
</table>

To be filled in upon the submission of the final Activity Report.

**Prepared and Certified Accurate by:**

- Name:
- Organization:
- Date:

**Reviewed by NVSP PMT:**

- Name:
- Date:
Annex 8: Environmental and Social Screening Checklist for Sub-Projects

Title of sub-project/activity:

Brief description of the sub-project/activity:

Location:

Section 1: Environmental Checklist

<table>
<thead>
<tr>
<th>INTRODUCTION</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1</strong></td>
</tr>
<tr>
<td>Reclamation of land/wetland</td>
</tr>
<tr>
<td>Clearing of forest</td>
</tr>
<tr>
<td>Felling of trees</td>
</tr>
<tr>
<td><strong>2</strong></td>
</tr>
<tr>
<td><strong>3</strong></td>
</tr>
<tr>
<td><strong>4</strong></td>
</tr>
<tr>
<td><strong>5</strong></td>
</tr>
<tr>
<td><strong>6</strong></td>
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<td><strong>7</strong></td>
</tr>
<tr>
<td><strong>8</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>DESCRIPTION OF THE ENVIRONMENT</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>PHYSICAL</strong></td>
</tr>
<tr>
<td><strong>9</strong></td>
</tr>
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<td><strong>10</strong></td>
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<td><strong>11</strong></td>
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<td><strong>12</strong></td>
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<td><strong>14</strong></td>
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<td>---</td>
</tr>
<tr>
<td>15</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Climate</th>
<th>Wet</th>
<th>Dry</th>
<th>Arid</th>
</tr>
</thead>
<tbody>
<tr>
<td>16</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Annual dry period</th>
</tr>
</thead>
<tbody>
<tr>
<td>17</td>
<td></td>
</tr>
</tbody>
</table>

**ECOLOGICAL**

<table>
<thead>
<tr>
<th>18</th>
<th>Habitat Types in the Project Site (indicate the approximate % of each habitat type)</th>
<th>Natural forest</th>
<th>Degraded forest</th>
<th>Natural scrubland</th>
<th>Riverine forest</th>
<th>Abandoned agricultural</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Marsh</td>
<td>Lagoon</td>
<td>Estuary</td>
<td>Coastal</td>
<td>Mangrove</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Salt marsh</td>
<td>Home-</td>
<td>Grassland</td>
<td>Degraded</td>
<td>Other (list)</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>19</th>
<th>Habitat types within 500m radius from the site periphery (indicate the approximate % of each habitat type)</th>
<th>Natural forest</th>
<th>Degraded forest</th>
<th>Natural scrubland</th>
<th>Riverine forest</th>
<th>Abandoned agricultural</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Marsh</td>
<td>Lagoon</td>
<td>Estuary</td>
<td>Coastal</td>
<td>Mangrove</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Salt marsh</td>
<td>Home-</td>
<td>Grassland</td>
<td>Degraded</td>
<td>Other (list)</td>
<td></td>
</tr>
</tbody>
</table>

**Screening Questions**

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
<th>Scale of impacts</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>High</td>
<td>Medium</td>
</tr>
</tbody>
</table>

**A. Citing of the Activity/ Sub-project.** Are there any environmentally and culturally sensitive areas within the project site and 500 meters from the project boundary?

- [ ] Protected Areas/ Forest Reserve
- [ ] Migratory pathways of animals
- [ ] Archeological sites
- [ ] Wetlands
- [ ] Mangrove strands
- [ ] Special area for protecting biodiversity
Are there any plants (endemic and threatened species) of conservation importance within the project site and 500 meters from the project boundary?

Are there any animals (endemic and threatened species) of conservation importance within the project site and 500 meters from the project boundary?

### B. Potential Impacts
Will the activity/sub-project cause:

- Land disturbance or sites clearance?

- Negative effect on rare (vulnerable), threatened or endangered species of flora or fauna or their habitat?

- Negative effect on designated wetlands?

- Spread of invasive plants or animals?

- Negative effects on wildlife habitat

- Negative effects on locally important or value the ecosystems or vegetation?

- Destruction of trees and vegetation?

- Impact on cultural artifacts

- Loss of land or access to land

- Loss of existing building and economic livelihood

- Amenities or services to support community members
Note: Please add any other screening questions relevant to the proposed activity/sub-project. Also provide additional explanations of the responses and/or positive impacts in the remarks column.

| Name of the community officer that completed the form (sub-project proponent) |
| Designation and contact Information |
| Overall observations and recommendation |
| Signature and date |

<table>
<thead>
<tr>
<th>FINAL OBSERVATIONS &amp; RECOMMENDATIONS</th>
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<tbody>
<tr>
<td>(a) Does this activity/sub-project require a mandatory an EIA/ESIA or any other Environmental Assessments (EA) under the national regulations and please state the reasons?</td>
</tr>
<tr>
<td>(b) Although an EA instrument may not necessary. Based on the screening checklist briefly describe the issues and type of investigations that need to be undertaken.</td>
</tr>
<tr>
<td>(c) Will this sub-project site or activity be abandoned based on current observations. If yes, state reasons</td>
</tr>
</tbody>
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