

RANO WASH

RURAL ACCESS TO NEW OPPORTUNITIES IN WATER, SANITATION, AND HYGIENE



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FY2021 Quarterly Report **April 1 to June 30, 2021**

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April 1 to June 30, 2021

Submission Date: July 31, 2021

Cooperative Agreement Number: AID-687-A-17-00002

SUBMITTED TO

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FRONT PICTURE: Morarano Chrome construction site, District of Amparafaravola, Alaotra Mangoro. The project will serve 39 800 inhabitants by 2038. (Photo credit: RANO WASH)

TABLE OF CONTENTS

Acronyms and Abbreviations.....	iv
1 Project Overview/Summary	1
1.1 Project Description/Introduction	1
2 Activity Implementation Progress.....	3
2.1 Implementation Status.....	3
2.1.1 Strategic Objective 1: Governance and Monitoring of Water and Sanitation Strengthened for Sustainable and Equitable WASH Service Delivery.	5
IR1.1 Strengthened Government and Stakeholder Commitment and Accountability to Sector Development.	7
Output 1.1.1 Sector coordination and learning mechanisms operating effectively under strong national leadership.....	7
Output 1.1.2 Institutional capacity of the Ministry in charge of WASH developed to meet strategic needs.....	9
IR1.2 Improved Sector Monitoring, Analysis, and Learning, Influencing Policy.....	9
Output 1.2.1 SE&AM strengthened and extended	9
Output 1.2.2 Implementation of the learning agenda to increase and better regulate private-sector engagement in WASH.....	10
IR1.3 Strengthened Subnational Systems	11
Output 1.3.1 Decentralized resources available for sustained WASH service delivery	11
Output 1.3.2 Communes' management capacities strengthened for WASH service delivery	12
IR1.4 Increased community control over WASH services.....	13
Output 1.4.1 Communes and communities with an active civil society, aware of and organized to claim their right to water and sanitation	13
2.1.2 Strategic Objective 2: Increasing Private-Sector Engagement in Delivering WASH Services	15
IR2.1 Strategic Development and Innovation for Private-Sector Engagement in WASH Service Provision.....	16
Output 2.1.2 Regional WASH market development plans drafted	16
Output 2.1.3 Increased availability and accessibility of types and range of financial products for WASH services and products.....	18
IR2.2 Improved Design, Construction, and Management of WASH Infrastructure.....	19
Output 2.2.1—Improved Design and Construction of Sustainable WASH Infrastructure	19
IR2.3 Strengthened Technical and Business Skills and Competencies	29
Output 2.3.1 Strengthened capacity-building for the private sector in business systems and technical operations	29
Output 2.3.2 - Development of professional associations.....	30
2.1.3 Strategic Objective 3: Accelerating the Adoption of Health Behaviors and Use of WASH Services	31
IR3.1 Improved Hygiene- and Sanitation-Behavior-Change Solutions through Applied Research.....	32
Output 3.1.1: Behavioral science innovations for WASH BC solutions through applied research	32

Output 3.1.2: Studies of integrated population, health, and environment (PHE) programming models stimulating cross-sectoral collaboration.....	35
Output 3.1.3: WASH–Nutrition linkages researched	36
IR3.2 Improved Implementation of WASH Behavior Change at All Levels: Communities, Government, and Private Sector	37
Output 3.2.1: WASH BC program coordination improved in RANO WASH regions	37
Output 3.2.2: Innovative CLTS and WASH BC implementation.....	37
IR 3.3 Evidence-based WASH behavior change, and hygiene promotion shared to influence policy.....	40
Output 3.3.1 National-level networks, policies, and programs engaged for sustainable WASH BC	40
2.2 Gender Mainstreaming.....	41
2.3 Implementation Challenges and Modifications Made/Issues Addressed from the Last Quarterly Report.....	45
3 Monitoring, Evaluation, Accountability, and Learning (MEAL)	47
3.1 MEAL System Update.....	47
3.1.1 MEAL system modification.....	47
3.1.2 MEAL Capacity Building.....	47
3.2 Baseline study in the three new regions	48
3.3 Accountability to people served.....	48
4 Management and Administrative Issues.....	50
5 Financial Management.....	51
List of Annexes.....	52

List of Tables

Table 1. Summary progress toward key indicators Q3.21 Update	4
Table 2 Summary of progress towards key SO1 indicators Q3.21 Update.	6
Table 3 Summary progress toward key SO2 indicators Q3.21 Update	16
Table 4. APS and APD Studies Q3.21 Update.....	20
Table 5. Access to water services (new users) FY21.Q3 update.....	23
Table 6. Access to Sanitation Q3.21 Update	27
Table 7. Summary of Progress for Key SO3 Indicators Q3.21	31
Table 8. Determinants and preliminary results on the use of privately managed drinking water services	32
Table 9. Number of communities verified as "open defecation free" (ODF) as a result of USG assistance Q3.21.....	38
Table 10. Implementation Challenges FY21.Q3 update	45

List of Figures

Figure 1 RANO WASH Consortium and resource partners	2
Figure 2. RANO WASH Regions.....	3
Figure 3 Regional Coordination Pathway: Inventories secured funds and engage discussion to fulfill gaps.....	7
Figure 4. Important determinants that influence behavior	32
Figure 5. Process to follow for the implementation of the MBS model with iDE	35
Figure 6. Use of WASH investment by VSLA members	38
Figure 7. Banner designed with WASH stakeholders for the World Menstrual Hygiene Management Day celebration	42
Figure 8 Distribution of feedbacks received per type of feedback and per region FY21, Q3 report..	49

ACRONYMS AND ABBREVIATIONS

APS	Avant-Projet Sommaire (Technical Scoping Study)
APD	Avant-Projet Détaillé (Detailed Project Design)
AO	Agreement Officer
AOPDEM	Association des Opérateurs Producteurs et Distributeurs d'Eau à Madagascar (Association of Water Producers and Distributors in Madagascar)
AOR	Agreement Officer Representative
ASUREP	Association des Usagers des Réseaux d'adduction en Eau Potable (Water Users Association)
ATEAH	Agent Technique de l'Eau, Assainissement et l'Hygiène (Water, Sanitation and Hygiene Technical Officer)
BC	Behavior Change
BCD	Behavior-centered Design
BNGRC	Bureau National de Gestion des Risques et Catastrophes (National Bureau of Disaster Risk Management)
BPOC	Budget Programme par Objectif Communal (Communal Program Budget per Objective)
BPON	Budget Programme par Objectif National (National Program Budget per Objective)
BPOR	Budget Programme par Objectif et Région (Regional Program Budget per Objective)
CARE	Cooperative for Assistance and Relief Everywhere Inc.
CHV	Community Health Volunteers
CLTS	Community-Led Total Sanitation
COVID-19	Coronavirus disease 2019
COP	Chief of Party
CRM	Climate Risk Management
CRS	Catholic Relief Service
CSO	Civil Society Organization
CTTP	Center for the Triage and the Treatment of the Plague
DAF	Director of Administration and Finance
DCOP	Deputy Chief of Party
DGRE	Direction de la Gestion des Ressources en Eau (Direction of Water Resource Management)
DiMat	District Monitoring Assessment Tool
DIP	Detailed Implementation Plan
DMEAL	Director of Monitoring, Evaluation, Accountability, and Learning
DREAH	Direction Régionale de l'Eau, de l'Assainissement et de l'Hygiène
DREN	Direction Régionale de l'Education Nationale
DRSP	Direction Régionale de la Santé Publique
DSI	Direction of the Information System
DQA	Data Quality Assessment
EDBM	Economic Development Board of Madagascar
EMMP	Environmental Mitigation & Monitoring Plan
ERF	Environmental Review Form
ERR	Environmental Review Report
ESF	Environmental Screening Form

FAA	Fonds d'Appui pour l'Assainissement (Global Sanitation Fund)
FUM	Follow-up Mandona
FY	Fiscal Year
GoM	Government of Madagascar
GSF	Global Sanitation Fund
IBM	Integrated Behavioral Model
ICT4D	Information and Communication Technology for Development
IP	Implementing Partner
IPTT	Indicator Performance Tracking Table
IWRM	Integrated Water Resource Management
JSR	Joint Sectorial Review
KRFF	Local Committees at Fokontany Level
LDP WASH	Local Development WASH Plan
LP2D	Lettre de Politique pour la Décentralisation et le Développement Local
LSHTM	London School of Hygiene and Tropical Medicine
MCSP	Maternal and Child Survival Program
MID	Ministère de l'Intérieur et de la Décentralisation (Ministry of the Interior and Decentralization)
MEAH	Ministère de l'Eau, de l'Assainissement et de l'Hygiène
MEO	Mission Environmental Officer
MFI	Micro-Finance Institution
MHM	Menstrual Hygiene Management
MNP	Madagascar National Parks
MOC	Maîtrise d'Ouvrage Communale (Communal Project Management)
MoEEF	Ministry of Environment, Ecology, and Forest
MoFB	Ministry of Finance and Budget
MoID	Ministry of Interior and Decentralization
MoNE	Ministry of National Education
MoPH	Ministry of Public Health
MOU	Memorandum of Understanding
MTDN	Minister of Posts, Telecommunications, and Digital Development
NGO	Nongovernmental Organization
NPP-WSH	National Platform for the Promotion of Water, Sanitation, and Hygiene
ODF	Open Defecation Free
ODDIT	Organisme de Développement du Diocèse de Toamasina (Toamasina Diocese Development Organization)
ONCD	National Office of Concertation and Decentralization
ORN	Office Régional de Nutrition (Regional Office of Nutrition)
PCDEAH	Plan Communal de Développement en Eau, Assainissement et Hygiène
PCT	Project Coordination Team
PGDI	Projet de Gouvernance et de Développement Institutionnel (Governance and Institutional Development Project)
PGRM	Projet de Gouvernance des Ressources Minières (Mining Resources Governance Project)
PHE	Population, Health, and Environment
PIC	Projet Pôles Intégrés de Croissance (Integrated Growth Pole Project)

PIRS	Performance Indicator Reference Sheet
PMP	Performance Monitoring Plan
PNI	WASH National Investment Plan
PNP-EAH	Plateforme Nationale de la Promotion de l'Eau, Assainissement et Hygiène (National Platform for the Promotion of Water, Sanitation and Hygiene)
PPP	Public-Private Partnership
PPR	Performance Plan Report
PSEAH	Programme Sectoriel en Eau, Assainissement et Hygiène
Q2	Financial Quarter two
RANO WASH	Rural Access to New Opportunities in Water, Sanitation, and Hygiene
RDONE	Regional Director of National Education
RDOPH	Regional Director of Public Health
RDoWEAH	Regional Director of Water, Sanitation and Hygiene
RPGEM	Réseau des Promoteurs de Groupes d'Épargne à Madagascar (Savings Groups Promoters Network in Madagascar)
SDG	Sustainable Development Goal
SE&AM	Suivi Eau et Assainissement de Madagascar (Madagascar Water and Sanitation Monitoring)
SILC	Specialized Investment and Lending Corporation
SLC	Structure Locale de Concertation (Local Dialogue Structure)
SMILER	Simple Monitoring of Indicators for Learning and Evidence-based Reporting
SO	Strategic Objective
SRMO	Structure de mise en œuvre de la coordination Régionale
STEAH	Service Technique de l'Eau, Assainissement et l'Hygiène (Water, Sanitation and Hygiene Technical Department)
STeFI	Suivi Technique et Financier (Technical and Financial Monitoring)
STH	Soil-transmitted Helminth Infections
STTA	Short-term Technical Assistance
SWA	Sanitation and Water for All
SWAp	Sector-wide Approach
SWOT	Strengths, Weaknesses, Opportunities, and Threats
TA	Technicien d'Appui
TDY	Temporary Duty
TFP	Technical and Financial Partner
TOR	Terms of Reference
ToT	Training of Trainers
USA	United States of America
USAID	United States Agency for International Development
USG	United States Government
VAT	Value Added Tax
VA/PSP	Village Agent/Private Service Provider
VSLA	Village Savings and Loan Association
WALIS	Water for Africa through Leadership Institutional Support
WASH	Water Sanitation and Hygiene
WASH-BAT	WASH Bottleneck Analysis Tool
WASH-BC	WASH Behavior Change

**Rural Access to New Opportunities in Water, Sanitation, And Hygiene
RANO WASH FY2021 Quarter 3 Report**

WHO	World Health Organization
WMA	WASH Market Assessment
WMDP	WASH Market Development Plan
WQAP	Water Quality Assurance Plan
WSP	WASH Service Provider

I PROJECT OVERVIEW/SUMMARY

Project Name:	Rural Access to New Opportunities in Water, Sanitation, And Hygiene, Madagascar (RANO WASH)
Activity Start Date and End Date:	June 15, 2017—June 15, 2022
Name of Prime Implementing Partner:	Cooperative for Assistance and Relief Everywhere Inc (CARE)
Cooperative Agreement Number:	AID-687-A-17-00002
Name of Subawardees	Catholic Relief Services (CRS), WaterAid, BushProof and Sandandranano
Major Counterpart Organizations	Ministry of Water, Sanitation and Hygiene, Ministry of Public Health; Ministry of Interior and Decentralization, Ministry of National Education, Ministry of Environment, Ecology, and Forests; Ministry of Higher Education and Scientific Research; Ministry of Finance and Budget; Ministry of Population, Social Protection and Woman Promotion; regional and Commune governments
Geographic Coverage	<u>250 communes in 6 regions:</u> Alaotra Mangoro, Amoron'i Mania, Atsinanana, Haute Matsiatra Vakinankaratra, and Vatovavy Fitovinany
Reporting Period:	April 1 to June 30, 2021

I.1 Project Description/Introduction

USAID awarded the five-year Cooperative Agreement AID-687-A-17-00002 for the USAID The Rural Access to New Opportunities in Water, Sanitation, and Hygiene Project (RANO WASH) to Cooperative for Assistance and Relief Everywhere Inc (CARE), on June 15, 2017. CARE manages the RANO WASH consortium with core partners Catholic Relief Services (CRS), WaterAid, BushProof, and Sandandranano and access to a broad range of resource partners (Figure 1).

RANO WASH aims to increase equitable and sustainable access to water, sanitation, and hygiene services; maximize the impact on human health and nutrition, and preserve the environment in 250 rural communes in six high-priority regions: Alaotra Mangoro, Amoron'i Mania, Atsinanana, Haute Matsiatra, Vakinankaratra, and Vatovavy Fitovinany. A full list of the communes in the Project regions is presented in Annex 9.

To accomplish this goal, the project is developing a systematic partnership with national and regional governments, water and sanitation institutions, communities, private sector actors, civil society organizations, and beneficiaries. The aim is to implement a strategic set of mutually supporting activities that contribute to three interlinked strategic objectives:

1. Strengthening the governance and monitoring of water and sanitation
2. Increasing the engagement of the private sector in the delivery of WASH services
3. Accelerating the adoption of healthy behaviors and the use of WASH services



Figure 1 RANO WASH Consortium and resource partners

The project contributes directly to the USAID/Madagascar Health Population and Nutrition's Intermediate Result (IR) 1.1 Sustainable Health Impacts Accelerated and sub-Intermediate Results, for which the development objective is "Improved Human Capacity to Contribute to the Country's Journey to Self-Reliance" as part of USAID/Madagascar Country Development Cooperation Strategy 2021-2025.

The project also aligns with USAID Madagascar Water for the World Country Plan through contributions to three out of four program components:

1. Improved WASH Enabling Environment;
2. Public/Private Partnership for at least basic or safely managed service provision of clean water and sanitation;
3. Rural Sanitation and Hygiene Behavior Change.

The project is also aligned with the Madagascar Government policies and priorities defined in the Initiative for the Emergence of Madagascar (Initiative Emergence Madagascar or IEM) and the General Policy of the State (PGE).

This report covers the period from April to June 2021, which corresponds to the third quarter of the FY2021 fiscal year and the third reporting quarter of the RANO WASH project.

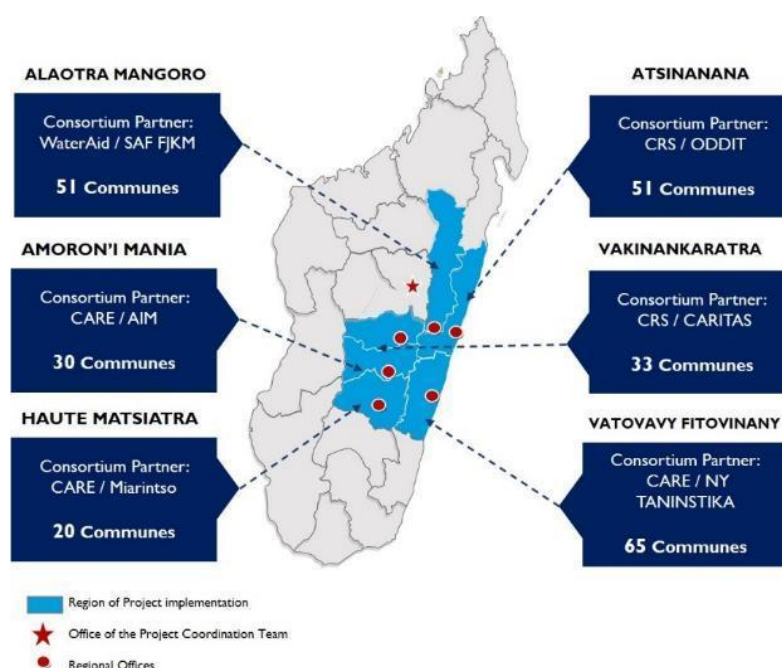


Figure 2. RANO WASH Regions

2 ACTIVITY IMPLEMENTATION PROGRESS

2.1 Implementation Status

As of March 2021, the Malagasy government maintained COVID-19 health restrictions. More than ten RANO WASH staff members at the regional and national levels were affected by the disease, especially from March to May 2021. This situation affected the project performance at the regional level, particularly in Alaotra Mangoro, where activities slowed down, and in Antananarivo, with several staff members from the PCT on long sick leave. As a result, the project continued implementing COVID-19 health measures and protocols per the RANO-WASH consortium members' COVID-19 policies and guidelines. RANO WASH also requested USAID a delayed submission of the Q2 report.

Virtual meetings continued, with the project team at the national and regional levels attending only limited face-to-face meetings requiring compliance with sanitary measures such as physical distancing, use of masks, and hydroalcoholic gel. Especially from June, the project team resumed inter-regional travels, always respecting sanitary measures.

RANO WASH organized and participated in numerous sharing sessions to showcase our successes and challenges in increasing people's access to WASH services. In April, we hosted a webinar to share two important tools for private water operators to improve management capacity and equitable viability: a business plan that integrates commercial and marketing aspects of service delivery and a communication tool for real-time decision-making between managers and their central offices.

We also participated in a webinar organized by the Millennium Water Alliance on "Weaving together WASH and WRM: Scaling up successful approaches." And finally, we organized a session to build the capacity of MEAH leaders on the WASH system strengthening approach. It was an opportunity for eleven MEAH directors and representatives from each department

to assess how they addressed all the WASH system elements in their daily activities and revise their commitment and planning accordingly.

World Menstrual Hygiene Day was held on May 28, 2021, and RANO WASH contributed to the celebration organized by MEAH at the national level. And we worked with DREAHs and local seamstresses at the communal level to promote key messages about menstrual hygiene and locally produced sanitary pads.

OVERALL INDICATOR PROGRESS

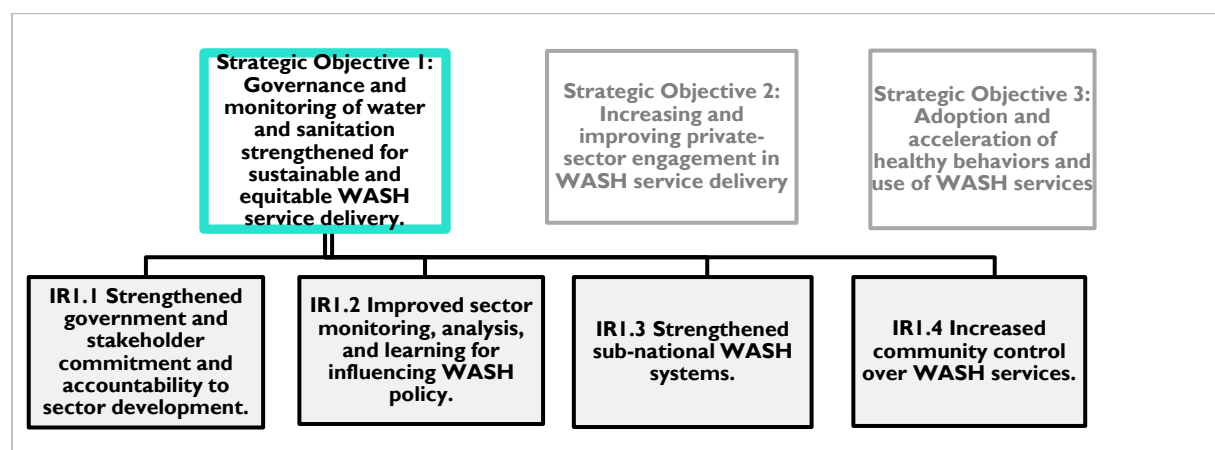
The table below summarizes the evolution of the indicators for the third quarter of FY 2021.

Table 1. Summary progress toward key indicators Q3.21 Update¹

Key Indicators	Q1		Q2		Q3			FY21		
	Target	Actual	Target	Actual	Target	Actual	%	Target	Actual	%
# of people gaining access to basic drinking water services	15,711	8,274	21,066	9,758	24,040	1,150	5%	81522	19286	24%
# of people gaining access to safely managed drinking water services	13,379	2,506	12,087	2,492	12,373	5922	48%	41733	11926	29%
# of people gaining access to a basic sanitation service	4,452	33,005	5,677	42,101	7,141	52,546	736%	23000	127652	555%
# of people gaining access to a limited sanitation service	25,201	8,063	27,658	18,111	32,918	28,066	85%	112289	54240	48%
# of institutional settings gaining access to basic drinking water services as a result of USG assistance	9	1	30	4	23	12	52%	81	17	21%
# of communities verified as "open defecation free" (ODF) as a result of USG assistance	183	156	202	423	368	585	159%	887	1,164	131%

¹ Definitions of the WASH services ladders according to the Joint Monitoring Programme for water supply, sanitation and hygiene (JMP): [WHO/UNICEF Joint Monitoring Programme for Water Supply, Sanitation and Hygiene \(JMP\) | UN Water](https://www.unwater.org/publications/who-unicef-joint-monitoring-programme-for-water-supply-sanitation-and-hygiene-jmp/) and [redesign chart JMP JUL2017 3-02-e1501763782601.png \(627x1357\) \(unwater.org\)](https://www.unwater.org/publications/who-unicef-joint-monitoring-programme-for-water-supply-sanitation-and-hygiene-jmp/)

2.1.1 Strategic Objective 1: Governance and Monitoring of Water and Sanitation Strengthened for Sustainable and Equitable WASH Service Delivery.



Key Achievements

- RANO WASH conducted a refresher course on the sector wide systems approach for all the 11 departments of the MEAH;
- 235 of 250 municipalities (94%) transferred WASH SE&AM data to the DREAHs against our FY21 objective of 80% of our intervention municipalities;
- 146 communal CSO-EAHs out of a target of 130 (112%) for this quarter are operational;
- 169 communes out of the 200 targeted for this year (85%) have their PCDEAH validated.

Table 2 Summary of progress towards key SOI indicators Q3.21 Update.

Key Indicator	Q1		Q2		Q3			FY21		
	Target	Actual	Target	Actual	Target	Actual	%	Target	Actual	%
Progress on the pathways to set up regional coordination*.	Phase 6 Year 20	Phase 6 Year20	Phase 3, Year 21	Phase 3, Year21	Phase 4	Phase 4, Year21	100 %	Phase 5 Year 21	Phase 4, Year21	80%
% common reporting in SE&AM (out of 250 Communes)	68%	65%	80%	93%	80%	94%	118 %	80%	94%	118 %
Progress of Capacity of DREAH to train and coach communes	Not applicable for Q1	Not applicable for Q1	Not applicable for Q2	Not applicable for Q2	6 DREAH conducted STEAH training (Step I)	1 DREAH conducted STEAH training (Step I and II)	17%	6 DREAH conducted training of STEAH in their Region (Step I and II)	1 DREAH conducted STEAH training (Step I and II)	17% ²
# of intervention communes engaging with the private sector to provide WASH services	50 Target communes identified	47 target commune Identified	50 Communes engaging with Private sector	47 Communes identified in Q1 and engaging with the Private sector, and 37 identified	80 Communes engaging with the Private sector	56 engaging with Private Sector	70%	99 municipalities engaging with the private sector	56 engaging with Private Sector	56%
# Commune with trained STEAH	220	220	220	220	230	208	90%	245	208	84%
# communes with OSC-EAH operational	130	134	130	134	140	146	104 %	150	146	97%

*See Figure 3. Phases to set up a regional coordination mechanism

² 220 Communes have their STEAH trained by the project and the DREAH. This quarter, only one DREAH obtained training requests from the Communes.

IRI.1 Strengthened Government and Stakeholder Commitment and Accountability to Sector Development.

Output I.1.1 Sector coordination and learning mechanisms operating effectively under strong national leadership

During Q3, at the regional level, each of the six RANO WASH intervention regions continued SRMO meetings to improve coordination. Our goal for Q3 was Phase 4: budget set up, inventories secured fund, and engage discussion to fulfill gaps for the 2021 cycle according to the "pathways to set up a regional coordination."

Stage 4 has already been achieved in some but not all regions depending on how the planning process has progressed (Phase 3). Most regions are strengthening collaboration to achieve regional objectives, particularly Madagascar Madio 2025 (Phase 5) to eliminate open defecation.



Figure 3 Regional Coordination Pathway: Inventories secured funds and engage discussion to fulfill gaps

The coordination of Madagascar Madio at the regional level is a good example of the added value of regional coordination through the SRMOs. The actors are committed to participating in the region's common goal. While the coordination allowed for exchanges to improve each actor's performance in their intervention area, the joint planning highlighted the communes and especially the districts that did not have an implementing partner.

While there are no clear solutions to these gaps at this time, the discussions at the SRMO level have made it possible to put in place initiatives, highlight barriers and, above all, discuss them at the national level to find solutions.

Box 1. Most frequently discussed barriers

In communes and districts with no partners other than the DREAH, there is insufficient budget at DREAH-level to support these areas.

Examples of coordination gains:

- 1) The commitment of two districts³ in Alaotra Mangoro region not supported under RANO WASH achieved ODF communes by replicating RANO WASH approaches;
- 2) Capacity building⁴ of ORN agents covering most of the Vakinankaratra region to implement a wide range of sanitation activities starting with the CLTS;
- 3) The DREAHs commitment to request support from actors in their region to ensure coverage of all communes and districts without implementing partners to help achieve the regional sanitation objectives;
- 4) The organization of regional competitions to achieve ODF communes.

Sanitation activities are successful at SRMOs, as a result of the implementation of the national plan, the frequent follow-up or revival by the central Ministry, and the local capacities to solve some of the challenges. The case for water supply is different, which is perceived as requiring significant investments. RANO WASH's focus to develop water users' coverage plans and promote financing between communes, local actors, and the private sector should improve this situation in the medium term. For example, in Vakinankaratra, RANO WASH has worked with the DREAH to develop a water coverage plan based on existing water infrastructure in need of rehabilitation and better management and develop a strategy to encourage the private sector to expand their business by investing in water services. In July, we will hold a meeting to present the strategy to MEAH to get input and jointly operationalize it in the six RANO WASH intervention regions.

Finally, the strengthened links between actors at the SRMO-level has resulted in these space to become a conducive environment for the organization of International Days such as the Menstrual Hygiene Day on May 28, 2021, the dissemination of the Water Code among actors, and the organization of the COVID-19 response for certain regions.

The retraining of the MEAH staff in "the WASH sector-wide systems approach," advocated by RANO WASH during the previous quarters, was carried out on June 18 and 19 in Antsirabe. All MEAH II directorates were present, where they were able to: (1) familiarize themselves with the WASH system, (2) identify the strengths and weaknesses of the system, and (3) highlight the contributions of each department to strengthen the national WASH system.

The commitment of the MEAH national team to frame their actions within the WASH system building blocks and the exercise of periodically assessing progress contributes to building the ministry's staff capacity to work within the framework of the WASH system strengthening in Madagascar and strengthen their leadership skills.

RANO WASH and its consortium members are also active members of the Agenda for Change (A4C)⁵, which promotes the sector system strengthening approach by establishing a national hub in Madagascar⁶. In addition to our advocacy with WASH actors in Madagascar, we participate in the Agenda for Change platform meetings at international and national levels. With its consortium members and Helvetas, RANO WASH is setting up the platform at the

³ RANOWASH trained staff of the two Districts on CLTS, who will in turn supervise implementation by the Commune.

⁴ RANO WASH in partnership with SAF FJKM the mains sanitation actors in the Region, conducted the training.

⁵ <https://washagendaforchange.org/>

⁶ The A4C Madagascar hub currently comprises CARE, CRS, Helvetas and WaterAid

national level to facilitate learning on WASH system strengthening among sector actors and designate the Madagascar representative at the Agenda for Change General Assembly.

Output 1.1.2 Institutional capacity of the Ministry in charge of WASH developed to meet strategic needs

At the government's request in Q2, the MEAH rewrote the national WASH policy into a bill and submitted it to the government council. Due to the lengthy back-and-forth of comments with the government council, the bill could not be presented to the regular session of the National Assembly in May. With the next regular session of the National Assembly not scheduled until October, the MEAH plans to convene a special session of the National Assembly to validate the bill once it is certified by the government council.

As the draft law on national WASH policy is not yet validated, there has been no real progress in developing its strategy. Nevertheless, the search for competent people to support the Ministry in finalizing has started.

Activities planned for the next quarter

- Support the MEAH to conduct a refresher training on the system approach in our six regions of intervention;
- Support the MEAH to organize the system approach discussion with national WASH stakeholders (e.g., UNICEF, NGOs, CSOs, etc.);
- Support SRMO regional coordination and actor involvement;
- Support the MEAH to finalize the National WASH strategy;

IRI.2 Improved Sector Monitoring, Analysis, and Learning, Influencing Policy

Output 1.2.1 SE&AM strengthened and extended

Our vision for 2022 is to have an operational cycle of planning, implementation, monitoring, reporting, and evaluation that allows for a systematic assessment of sector performance and a mechanism to document lessons learned. The following are some of our successes against Q3, FY21 objectives that contribute to this vision.

235 of 250 municipalities (94%) transferred WASH data to the DREAHs against our FY21 objective of 80% of our intervention municipalities. Our effort is to support DREAH in keeping the records up to date, to advocate for the use of this information to inform discussions at the local level, to study the difficulties⁷ of the system in collecting and using the information, and to ensure that the migration to a new version of SE&AM⁸ is done smoothly.

We continue to support 51 STEAHs to use mWater to update SE&AM with a smartphone. We have encouraging results in Haute Matsiatra, where the support provided by the DREAH team has enabled 16 out of 20 communes to synchronize data collected on SE&AM for this quarter. Similarly, the Alaotra Mangoro and Atsinanana regions have nine communes that can regularly update their mWater data. The DREAHs' support to the communes must be

⁷ Examples of difficulties encountered by the monitoring system: the difficulty of some communes to finance the duplication of forms, the processing of data between DREAH and MEAH is not fluid, a dependence on RANO WASH agents for (1) the transfer of the forms to the DREAH instead of the Commune - District - DREAH circuit, (2) the reminders to the communes so that the rate of update is every 3 months, and (4) the monitoring of the capacity of the STEAHs to perform this function.

⁸ SE&AM is currently accessible in the MEAH website: <http://www.mineau.gov.mg:8080/seam/index.php/accueil>

strengthened to address leadership issues in ensuring regular updates for the Vatovavy Fitovinany, Vakinankaratra, and Amoron'i Mania regions.

A consultant was recruited to serve as technical assistant to the MEAH to institutionalize the SE&AM upgrade action plan developed in Q2.

His scope of work covers the following components:

- (1) analysis of the existing system and consultation with stakeholders to document everyone's expectations in the SE&AM upgrade; review of the sectoral monitoring and evaluation system in a comprehensive manner to ensure the IT system to be upgraded;
- (2) parameterization of DHIS2 to serve as the pilot IT support for the upgraded system, and
- (3) testing of the pilot information system and training of ministry agents to ensure the sectoral monitoring process both at the organizational level and for the IT system.

Output 1.2.2 Implementation of the learning agenda to increase and better regulate private-sector engagement in WASH

The performance analysis of drinking water service managers is necessary to help the private sector improve their services and support the communes to improve the supervision of service providers. In this context, RANO WASH advocated the communes, the water service providers, and the DREAH with the SRMO to establish a STeFI (Technical and Financial Monitoring)⁹ model in its intervention regions. After a series of meetings between these stakeholders to set up the process and learning exchanges with the Haute Matsiatra region (which already has an operational STeFI for years), three regions have already begun to receive STeFI reports from private managers as part of this process (Alaotra Mangoro Region, Atsinanana Region, Haute Matsiatra Region).

To strengthen learning and exchange on private sector engagement and regulation in the WASH sector, in the Q2 report, we shared RANO WASH's work to compile data from PCDEAHs and studies to highlight local business opportunities and prepare for exchanges between communes and the private sector. Preliminary meetings between communes and economic operators to seek resources to finance the PCDEAH took place in communes of the Brickaville district in Atsinanana. They resulted in a common understanding of the collaboration between the commune and the private operator as well as short-term commitments to strengthen collaboration in WASH sector development. More details on the lessons learned during the workshop and the mutual commitments made at the workshop are shared in Annex 16.

To move forward the national-level mapping of private operators working in, for, and with the WASH sector, a collaborative framework and action plan have been established with Ran'Eau, who will also contribute financially. As a reminder, one of the objectives of this inventory is to increase awareness of the private sector's potential to contribute to the WASH sector, strengthening and stimulate discussions on the subject among all stakeholders.

⁹ The "Suivi Technique et Financier" or STeFI is a process to be implemented by the M&E officer of the DREAH. Sometimes it is done by that person alone (case of Haute Matsiatra), sometimes it is done with external expert support (case of Atsimo Andrefana). However, we rely on SRMO to mobilize the different stakeholders such as Communes, water supply manager... The STeFI is used to monitor the functionality of water facilities and the financial costs of small town and rural water services. The STeFI is limited to monitoring the costs for which communes are ultimately responsible, such as operational and minor maintenance expenditures, capital maintenance expenditures and direct support costs. The information is available to the participating communes and service providers and is reported to the government.

Activities planned for the next quarter

- Continue to support MEAH in completing SE&AM upgrade;
- Support the STEAH in updating and improving data quality at the commune level;
- Follow-up of communes on the mWater update;
- Support the DREAH in the review of reports from private sector operators;
- Finalize the mapping of private operators at the national level;
- Organize learning workshops at the national level with private operators and STEAH.

IRI.3 Strengthened Subnational Systems

Output 1.3.1 Decentralized resources available for sustained WASH service delivery

RANO WASH strengthens the WASH systems' building blocks in the six RANO WASH intervention regions. As indicated in outcome 1.1.1, this includes strengthening the planning cycle and linking regional annual planning processes with regional sector reviews.

One progress for this quarter was strengthening collaboration through linkages at the SRMO level. Some details were mentioned under Output 1.1.1, and additional examples are provided in the table below.

Box2. Example of collaboration through SRMOs

- (1) training of ORN (Regional Office of Nutrition) agent to implement CLTS to participate in the fight against open defecation in Vakinankaratra;
- (2) integration of FAFI projects (PARN) and RANO WASH to improve behavior change on hygiene in the Haute Matsiatra and Amoron'i Mania regions;
- (3) Collaboration with SRB/SRI (*Service Régional du Budget et de l'Impôt*) for tax mobilization and the development of the communal budget;
- (4) DREDD (Regional Directorate for the Environment and Sustainable Development) for the Vatovavy Fitovinany region for the support of communes to protect watersheds. One of the changes during these last quarters was the governors' and prefects' involvement within the SRMO meetings.

One of the current challenges is the need for DREAHs and other local governments to support communes. Thus, this quarter, we supported the DREAHs in training and coaching the new STEAHs to continue the flow of information from the communes to the SE&AM, retraining needs for the communal projects management, and required supports/planning to prepare for the commune budgeting process.

During this quarter, other key activities implemented by RANO WASH were: 1) Advocacy with the DREAH to ensure the private managers' performance monitoring. The private managers have begun developing and submitting periodical STEFI reports to the DREAH; 2) RANO WASH with MEAH and DREAHs teams develop STEAH training to be delivered on smartphones with the advantage of being more concise and not requiring face-to-face training. This training would help participants get informed before the face-to-face training or refresh on the key points of the training if needed.

Develop training module with the MEAH team and DREAHs team on using smartphones to recruit and train new STEAH in Atsinanana and Vatovavy Fitovinany; and 3) Follow-up and

monitoring of DREAH support to validate the PCDEAHs, the STEAH coaching, and testing of STEAH competence. Training activities via smartphone have the advantage of being more concise and not requiring face-to-face training. This training can help participants get informed before the face-to-face training or refresh on the key points of the training if needed.

Output 1.3.2 Communes' management capacities strengthened for WASH service delivery

In FY21, RANO WASH will continue working with communes to conduct the following activities:

- (1) incrementally increase the WASH budget line;
- (2) set up management contracts with private water operators;
- (3) improve the quality of technical and financial support services provided by the STEAH at the communal level;
- (4) improve monitoring systems and data updates for the SE&AM; and
- (5) define priorities and road map to improve accountability and regulation of WASH services in each commune.

Data from the RANO WASH monitoring and evaluation database has confirmed an increase in the number of communes that have increased their primary budgets in 2021. We are currently at 121 communes, increasing their WASH budgets out of 176 communes currently sharing their data for a total of 2.357 million Ariary. The difficulty for some communes is their ability to develop budgets according to the new three-year program budget format. In this context, we have collaborated with the regional budget services to strengthen communes' supervision in the program budget development.

Currently, 169 communes are implementing their PCDEAH after validation, against a target of 200 by the end of this fiscal year. Another 69 communes have already begun their processes for developing their PCDEAH. The PCDEAH allows the commune to improve its budget process. Coupled with the tax mobilization and advocacy activities implemented by the WASH-CSOs to increase the commune's WASH budget, these activities form the basis of efforts to increase commune WASH budgets. An illustration of the results in the Vakinankaratra region for tax revenue mobilization is given in Annex 17.

This quarter, the team presented the PCDEAHs in the Brickaville district as a test case to request and increase private sector funding for WASH needs identified in the PCDEAHs. The communes and private operators are negotiating ways to share the cost of some of the projects identified in the PCDEAH. Following this meeting and in combination with the coverage plan (SO2), the process of mobilizing the private sector around the communal plans was more structured and discussed with the MEAH. RANO WASH and a local NGO, Haona Soa, supported communes in Haute Matsiatra to submit project documents from their PCDEAH to request funding from the Tany Meva Foundation. Three of the supported communes have been pre-selected.

Currently, 208 out of 250 communes have a trained STEAH team. Because of the STEAH team's workload, many communes chose to hire a dedicated person specifically for the STEAH position (vs. combining this role with existing commune staff). For example, the STEAHs in the Vatovavy Fitovinany region have been the focal points for the fight against COVID-19, and the

STEAHs in the Vakinankaratra region have played an important role in the fight against open defecation in their communes and the achievement of Vakinankaratra Madio 2021.

Together with partner ministries, we also provided communes with refresher training in communal project management, tax revenue mobilization, and support for governance analysis. This activity is intended to inform the communes of the various opportunities, including partnerships with the private sector, to be explored to reach their objectives. With our support, the communes have identified opportunities such as: upgrading water services from community management to professional management and mobilizing local opportunities such as local masons to become professional service providers to accelerate progress towards the commune's sanitation goal.

In order to encourage communes to develop their WASH plans, monitor the plans' quality and WASH systems performance, implement the WASH systems approach, and continue governance assessment activities, the MEAH and DREAH must assume their role in supporting the commune. We always put the DREAHs on the front line to train and coach the communes. But the main challenges are to institutionalize these functions and sufficient budget to ensure the sustainability and scaling up of these efforts.

Activities planned for the next quarter

- Implement STEAH training via smartphone;
- Finalization of the remaining PCDEAHs;
- Continued support for the strengthening of community managers towards PPP;
- Continue the Life Cycle Cost¹⁰ process in the six pilot communes: Belavabary (Alaoatra Mangoro), Andemaka (Vatovavy Fitovinany), Antsoatany (Vakinankaratra), Ranomafana (Atsinanana), and Ambatamarina (Haute Matsiatra).

IRI.4 Increased community control over WASH services

Output I.4.1 Communes and communities with an active civil society, aware of and organized to claim their right to water and sanitation

146 communal WASH CSO are currently operational, out of a target of 130 for this quarter. As in Q2, they are very active in influencing communes to implement WASH budgets and advocating for improvements in WASH services at the institutional or community level. Regional WASH CSO continues to coach communal WASH CSO on popularizing the human right to water and sanitation and building their advocacy capacity, particularly to reinvigorate CSOs that have not produced tangible results in recent quarters.

The efforts implemented by RANO WASH to monitor WASH CSO status and support regional WASH CSOs to revitalize some commune-level CSO networks need to be evaluated and discussed to ensure their sustainability.

One of our efforts this quarter was to operationalize ASUREPs (water user groups) to mobilize communities served by a water supply service to seek quality service delivery. We currently

¹⁰ Life Cycle Cost process : which consists of making an inventory of all the infrastructures and monitoring the various costs to ensure the sustainability of the services. The aim is to improve future expenditure planning to ensure the sustainability of services.

have 87 communes whose existing water supply services have operational ASUREPs. As a result of the training, ASUREPs were able to interact with the community to explain the need to pay for water services, and, as a result, collection rates have already increased as a way to address challenges experienced under community management.

Output 1.4.2 Communes with functional WASH accountability mechanisms

We currently have 157 communes with operational accountability mechanisms, exceeding our target of 150 communes for this year. As shared in Q1 and Q2, our goal is to strengthen the quality of results of these mechanisms, including the responsiveness of communes and service providers.

The Local Consultation Structures (SLC) are spaces for exchange between dynamic actors in the commune, including communities, service providers, and authorities. 232 of 250 SLCs are operational this quarter.

The strengths of local structures such as CSOs-EAH, SLCs, and ASUREPs are among the factors favoring feedback from the communities. Discussions at the SLC level diversify to include WASH issues such as excreta management, household waste, wastewater, and ODF areas.

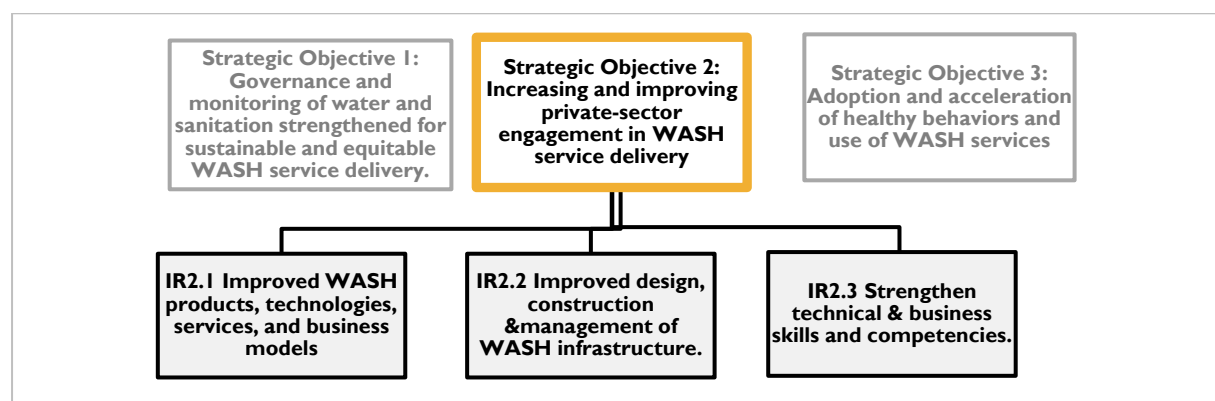
However, especially for the new regions, monitoring of the implementation of the decisions by local government and WASH operators based on community feedback is not yet systematic. We will further strengthen the district's involvement in supporting the communes and SLCs in monitoring the implementation of decisions made through accountability mechanisms.

As usual, quick win examples illustrating the results of these structures' efforts are included in Annex 13.

Activities planned for the next quarter

- Accompaniment of WASH CSOs on advocacy and law enforcement activities in WASH;
- WASH CSOs support at the regional level for CSOs support strategies at the Communes level;
- Follow-up and accompaniment of ASUREP as well as other service users on the CSC;
- SLC performance improvement and support for complaint feedback ;
- Accompanying communities in the use of accountability mechanism tools.;

2.1.2 Strategic Objective 2: Increasing Private-Sector Engagement in Delivering WASH Services



Key Achievements

- **1,150** out of **24,040** (5 %) people targeted gained access to basic drinking water services, and **5,922** out of **12,373** (48 %) people targeted gained access to safely managed drinking water services, with **sales projections of 19,925 for new water users**
- **52,546** out of **7,141** (736%) people targeted gained access to basic sanitation, and **28,066** to a limited sanitation service out of **32,918** targeted (85%);
- **2 construction contracts** were signed;
- **11 ESFs** were submitted to **USAID for validation**, and **9** were approved after review;
- **2 water managers** were chosen as pilots for the marketing support program
- **57 service providers out of 8 targeted this quarter** (235%) were issued loans for investment in WASH services (banks, VSLA)
- **26 people from the administration, the private sector, and the project** (STEAH; ASUREP; TA; DREAH technician, president of fokontany) have been trained on the compliance of work monitoring and environmental compliance
- **Over 60 persons, from the administrative authorities** (mayors, councilors, STEAH, regional director of EAH) **and the private operators**, have received capacity building on the roles, responsibilities, and contractual obligations for the Build Finance O&M Public-Private Partnership model.

Table 3 Summary progress toward key SO2 indicators Q3.21 Update

Key Indicators	Q1		Q2		Q3			FY21		
	Target	Actual	Target	Actual	Target	Actual	%	Target	Actual	%
# of WSP/ artisans/vendors issued loan products for investment in WASH systems	8	39	9	0	8	57	713%	40	96	235%
# of people gaining access to basic drinking water services	15,711	8,378	21,066	9,758	24,040	1,150	5%	81,522	19,286	24%
# of people gaining access to safely managed drinking water services	13,379	3,512	12,087	2,492	12,373	5,922	48%	41,733	11,926	29%
# of people gaining access to a basic sanitation service	4,452	33,005	5,677	42,101	7,141	52,546	736%	23,000	127,652	555%
# of people gaining access to a limited sanitation service	25,201	8,063	27,658	18,111	32,918	28,066	85%	112,289	54,240	48%
# of infrastructure feasibility studies (APD and APS reports) completed	7 APS 15 APD	7 APS 15 APD	0 APS 11 APD	0 APS 4 APD	0 APS 10 APD	0 APS 10 APD	100%	7 APS 33 APD	7 APS 29 APD	90%

IR2.1 Strategic Development and Innovation for Private-Sector Engagement in WASH Service Provision

Output 2.1.2 Regional WASH market development plans drafted

Wash Market Development and connecting municipalities with private operators

In Q3, we shared the two WMDPs from Atsinanana and Alaotra Mangoro with stakeholders at the regional level. We held a first consultative meeting between Communes and private operators in Atsinanana to explore partnership opportunities for providing WASH services in each Commune. As a result of this meeting, preliminary opportunities and commitments were identified, including private operators expressed willingness and commitment to invest in commune WASH infrastructure; private operators will return to previously abandoned water infrastructure after consultation with communal authorities and commitment of strengthened partnership from Commune government; hotel operators have proposed to construct latrines at the seaside if Communes take responsibility for ensuring management; cash crop collectors

have expressed commitment to investing in latrines in farming communities within their supply chain. RANO WASH will support the follow-up and implementation of these commitments in collaboration with Communes and private operators .

RANO WASH facilitated the introduction of the water system manager, RANON'ALA B, to Communes in Alaotra Mangoro. Negotiations are currently underway between the company and three Communes¹¹ in Alaotra Mangoro to extend water services and provide investment in infrastructure, contributing to Commune finance for WASH services.

Water kiosk pilot Update

As shared in the Q2 report, three token-operated water kiosks were installed in three Communes with systems managed by a private operator. The operator who designed the model has already piloted kiosks in a few sites he manages. Given lessons learned from RANO HP and other programs about the challenges of ensuring the profitability of a monobloc that requires a permanent employee, we transformed existing water points at the sites into automated, token-operated kiosks to analyze technical efficiency and receptivity from users. Below are some of the lessons learned, collected from the service provider and users.

- The kiosks have had no technical problems to date and are easy for users to operate.
- A total of 50 users used the three kiosks in one month, with 300 tokens used (equivalent to 6,000 liters of water, and pre-paid value of 30,000 Ar). Total use was low compared to expectations. However, kiosks were installed in sites where households with social and private connections have already sold water to neighbors in the surrounding area. More advertising for the kiosks, highlighting their convenience, may convert users purchasing from their neighbors to purchasing from kiosks.
- Users appreciated the following features of the kiosks: unlimited access to the services even in the evening or early morning; ease of use; affordable tariffs; and convenience of the prepaid tokens, which are easily scalable according to need and remove the need for coins/exact change.
- The managing company raised two critical points: (1) the lack of need for a permanent employee reduced operating costs; and (2) the importance of a volumetric water meter and a token counter to facilitate monitoring and control.
- While the Project will continue coaching WSPs and support the Communes to scale up marketing activities to increase subscriptions of new water users, we plan to work with the managers of these water systems to set up kiosks. The kiosk model is a potentially important one, as it can facilitate the extension of services and private operators to fokontany and remote villages not currently served, and where household connections may be unfeasible. Additionally, community water points with deficient management could be transformed into token kiosks and grouped to facilitate their management by a private operator. Thus, from this experimentation in Atsinanana, we will undertake the following activities to further learning:
 - Continued technical testing to determine the frequency of breakdowns or repairs and maintenance in the pilot kiosks;
 - Analysis of opportunities within systems based on the percentage of coverage within the distribution network for kiosk implementation;
 - Developed a map of opportunities within and near current systems: locations, costs, and return on investment for each system;

¹¹ The three communes: Ambohijanahary, Ambohitrarivo and Mandialaza

- Support advertising of the kiosks based on consumer feedback, and track growth in sales.

If further evidence demonstrates the viability of the kiosks, RANO WASH will work with the kiosk designer to develop a potential franchise distribution model for water service providers using the kiosk system; promote the kiosk franchise model to businesses and as a potential opportunity for VSLAs.

Output 2.1.3 Increased availability and accessibility of types and range of financial products for WASH services and products

A total of 57 service providers obtained loans to invest in WASH services and products in Q3, far exceeding the target of 8. (See Table 3). Of these, all were local seamstresses and masons taking out loans from VSLA and using funds to purchase inputs, such as materials and equipment (e.g., sewing machines).

On the construction works that have just started, no company has taken credit from banks. Instead, they opted for payment facilities with input suppliers. One company, after negotiating with its bank, obtained an overdraft of MGA 100,000,000 per year for its company, which it will use mainly for operations (extension and promotion of connections). (see Annex 27 . Financial arrangements made by WSPs for ongoing construction).

The project also supported water service providers in presenting their business plans to banks as a way to secure loans crucial to construction and start-up. As a "new" activity for most enterprises, the provision of water services needs to be well communicated to financial partners and, in particular, to banks. At the end of Q2, we organized a sharing session (webinar) with all potential partners, including banks, on the business plan template provided to companies and a management tool provided to private individuals to digitalize the management of their services. These sessions help build confidence among banks and partners in the business planning, capacity, and projected revenues of private operators. In Q3, we provided training to water service providers on marketing strategy development and budgeting and supported them to develop and test product offerings and pilot marketing campaigns to attract customers. This training strengthens revenue growth for water service providers, making it easier for them to demonstrate their potential to banks.

In Q4, we will support companies in documenting an effective pricing strategy, and we will continue to negotiate with banks to develop a loan package that meets the needs of water service providers. RANO WASH will continue to coach companies to enhance their financials and accountability reports to meet banks' criteria. The desired product of the short-term partnership between businesses and banks is cash support (loan packages) for businesses to facilitate water connection sales. Banks should have a new sector or data portfolio in the longer term and facilitate the partnership between the wash players.

RANO WASH seeks to build interest and investment from all the banks present in Madagascar. This quarter, we held a session with Société Générale to promote opportunities within the sector. We will organize a meeting between private WASH operators and AOPDEM with Société Générale in Q4.

Activities planned for the next quarter

- Finalize and disseminate the WMDP documents;
- Continue to support service providers in developing business plans for presentation to banks;

- Facilitate links between additional Communes and private operators interested in investing in WASH services.

IR 2.2 Improved Design, Construction, and Management of WASH Infrastructure

Output 2.2.1—Improved Design and Construction of Sustainable WASH Infrastructure

TECHNICAL FEASIBILITY STUDIES (APSS) AND DETAILED DESIGNS OF CONSTRUCTION PROJECTS (APDs)

The following table summarizes the status and achievements of APS and APD studies for FY21 Q3.

Table 4. APS and APD Studies Q3.21 Update

Region	Q1		Q2		Q3		FY21		Comments
	Target	Actual	Target	Actual	Target	Actual	Target	Actual	
Atsinanana	1 APS 2 APD	0 APS 0 APD	0 APS 2 APD	0 APS 0 APD	0 APS 3 APD	0 APS 0 APD	1 APS 7 APD	0 APS 0 APD	BushProof delivered six of the planned APD study reports in Atsinanana in Q3. However, final revisions are underway to reduce the costs of the proposed infrastructure. We expect final approval of these six APDs in Q4.21. The unrealized APS and APD correspond to the Tsivangiana site, which was abandoned in Q1 due to the inefficiency of the required investment compared to the number of people potentially served.
Alaotra Mangoro	0 APS 0 APD	0 APS 3 APD	0 APS 0 APD	0 APS 2 APD	0 APS 0 APD	0 APS 0 APD	0 APS 0 APD	0 APS 5 APD	The Alaotra Mangoro Region had to catch up on unrealized APD from the previous year.
Amoron'i Mania	0 APS 3 APD	0 APS 2 APD	0 APS 4 APD	0 APS 0 APD	0 APS 5 APD	0 APS 2 APD	0 APS 11 APD	0 APS 4 APD	We decided to reduce the number of APD in Amoron'i Mania after analyzing the available APS, as most of the investments would not yield profitable PPP. Four additional APD are currently in the queue to be finalized in Q4.21, and three sites will be abandoned for non-viability.
Haute Matsiatra	0 APS 2 APD	0 APS 2 APD	0 APS 3 APD	0 APS 0 APD	0 APS 0 APD	0 APS 2 APD	0 APS 5 APD	0 APS 4 APD	Two APD were carried out in Haute Matsiatra during Q3 (Sendrisoa and Andranovorivato), which led us to 4 total APD completed thus far in FY21. The remaining site required additional analysis of the APS report, and the beginning of the APD has been rescheduled to Q4.21. Other APD could be added to this planning as the region is still examining the best opportunities to develop PPP.
Vakinankaratra	0 APS 2 APD	0 APS 2 APD	0 APS 0 APD	0 APS 2 APD	0 APS 2 APD	0 APS 0 APD	0 APS 4 APD	0 APS 4 APD	Targets in Vakinankaratra were reached early, in Q2.21, and no additional APD was conducted in Q3.
Vatovavy Fitovinany	6 APS 6 APD 2 r.drill*	7 APS 6 APD 2 r.drill*	0 APS 0 APD	0 APS 2 APD	0 APS 0 APD	0 APS 0 APD	6 APS 6 APD	7 APS 8 APD	Conditions for developing PPPs are better in Vatovavy than in Haute Matsiatra and Amoron'i Mania, so CARE conducted more studies in this region than planned to compensate for non-viable sites in the other two regions.
TOTAL	7 APS 15 APD	7 APS 15 APD	0 APS 11 APD	0 APS 4 APD	0 APS 10 APD	0 APS 10 APD	7 APS 33 APD	7 APS 29 APD	The objectives for the quarter were achieved, with four studies remaining to achieve the annual objectives. This should be achieved in Q4.21 as we still have ongoing APDs in Amoron'i Mania and Haute Matsiatra.

Overall, progress towards completing APS and APD over the project's lifetime is on track. The approved PMP for FY21 calls for the completion of a cumulative total of 127 APSs and 91 APDs. 113 APSs and 75 APDs have been produced to date, representing 89% of the lifetime targets for APSs and 82% of the targets for APDs, respectively. As noted in the table above, these study goals are expected to be met in Q4 FY21, subject to the challenges noted in explaining variances.

ESF, WQAP, AND CRM MONITORING AND IMPLEMENTATION

As part of the FY21 Annual Work Plan, RANO WASH planned to develop APDs and corresponding ESFs for 27 sites. However, as of Q3, only 11 ESFs were submitted to USAID for validation, of which USAID approved 9 ESFs after review. The remaining 16 ESFs have undergone an additional review for quality control and costing, and have recently been validated by the SO2 regional teams. They will be submitted to USAID for validation by the end of August.

Monitoring the implementation of environmental compliance measures in these ESF documents is critical to the ongoing work. These measures also ensure the quality and sustainability of the services promoted by the project and the security of the investments made by commune governments, citizens, and RANO WASH. Thus, we provided training and coaching to Commune staff and other key actors in implementing environmental measures related to protecting water resources. A workshop was held in Antsirabe, June 28 - 29, 2021. The training was conducted by the RANO WASH head of infrastructure in Vakinankaratra with support from the RANO WASH PCT Head of Environmental Compliance and engineers from the design office. Participants included the Chief Fokontany, STEAH, PL, ASUREP, TA, Enterprises, and the DREAH engaged in monitoring and controlling the construction and environmental compliance for three communes of Vakinankaratra.

As reported in previous quarters, a key challenge was the mobilization of IPM in the Vatovavy Fitovinany region for a final update. The field visits were finally carried out towards the end of March; results are available in the EMMR Annex I: Water Quality Analysis. These results indicate that corrective measures must be taken immediately to improve the bacteriological quality of systems in the following sites: Manampatrana, Antaretra, and Ambatofotsy Chef-Lieu¹². RANO WASH will work with providers to mitigate these quality issues, and further water quality testing will be conducted to certify the potability of water in these sites Q4 FY21.

In Q3, managers of Anosibe Ifody and Beforona in the Alaotra Mangoro Region reported monthly results of tests performed on-site. Results show that residual chlorine is very low in sampled water points. This can be explained in part by weather in the region; sunshine has been low which has reduced the productivity of the solar panels used to produce chlorine. To address this, adjustments will be made to the design to ensure sufficient energy for chlorine production¹³.

Update on Construction Works and Access to Water Services

Preparatory phases of construction for five systems were completed at the end of Q2, which allowed initiation of the following construction in Q3:

¹² The source of the malfunction is the electrochlorinator. The private operator could not treat the water as required. We notified the private operator and they set up a chlorine supply system for all the sites they manage to ensure periodic treatment. The operator must perform a weekly in-situ analysis and at least quarterly with the Delagua kit. STEAH should provide oversight. We are in the process of revising this control system by the Commune to systematize water quality assurance for all sites.

¹³ WSPs are adjusting the number of solar panels to ensure sufficient energy for chlorine production

- Morarano Chrome (Alaotra Mangoro region)
- Soanindrariny, Ambohitsimanova, Antsoatany (Vakinankaratra region)
- Androy (Haute Matsiatra region)

The site of Andrainjato East is awaiting a valid ESF.

The catchment work of Lokomby is now operational. A new pump has been installed to replace a defective one, and the technical reception will be conducted during Q4.

We have completed the selection process for the Build-Invest-Operate firms for three sites¹⁴ and will begin the process of requesting USAID approval for construction contracts. Seven additional tenders¹⁵ will be issued in Q4.



Picture 1. Morarano Chrome (Alaotra Mangoro) construction site. The gravity water supply is equipped with a treatment site with an existing 100m³ tank and two new 50m³ tanks. Phot credit RANO WASH

¹⁴ Communes of Androy - Andrainjato Est (Haute Matsiatra) and Vohitrindry (Vatovavy Fitovinany)

¹⁵ Communes of Morarano Gara (Alaotra Mangoro), Ambatamarina - Ilaka centre - Ivato centre (Aoron'i Mania) and Ampasimanjeva - Mahazoarivo - Vohimasina (Vatovavy Fitovinany)

Access to water services

This quarter's main achievements in access to water are illustrated in Table 5 below.

Table 5. Access to water services (new users) FY21.Q3 update

Regions	Potential coverage (APD)	Total Coverage to date	%	Basic drinking water services								Safely managed drinking water services								Comments and next steps
				(new users)								(new users)								
				Q1		Q2		Q3		FY21		Q1		Q2		Q3		FY21		
				Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual	
Alaotra Mangoro	126,942	10,326	8%	3,300	194	4,500	370	5500	55	20,057	619	2,250	1,264	2,350	1,295	2700	515	10,393	3,074	<p>The start-up of the new construction has taken longer, given the size of the structure, and the delivery of the equipment has taken longer than expected.</p> <p>The work planned for the other systems, including Amparafaravola (planned for Q3), did not begin due to lack of cash and of admin concerns with the manager. Issues will be addressed in Q4.</p> <p>Marketing test campaign revealed the price point for customers is lower than standard offers, which limits sales of water connections, even after first campaign attempts. Enterprises resources are still inadequate to perform massive sales campaigns, coaching is under progress to address these issues.</p>
Atsinanana	86,637	31,548	36%	8,000	2,068	8,000	4,943	842	149	16,842	7,160	5,000	713	3,000	344	758	30	8,758	1,087	<p>New users due to RANO WASH support for network extensions. The results do not meet the objectives set because the actual performance of our interventions was lower than expected. Further supportive interventions, especially in marketing, still needed to complement extension support. A new member of the marketing team has been</p>

Rural Access to New Opportunities in Water, Sanitation, And Hygiene
RANO WASH FY2021 Quarter 3 Report

Regions	Potential coverage (APD)	Total Coverage to date	%	Basic drinking water services								Safely managed drinking water services								Comments and next steps
				(new users)								(new users)								
				Q1		Q2		Q3		FY21		Q1		Q2		Q3		FY21		
				Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual	
																				assigned to this region to address the issue once he is onboard in early Q4. At the management level, efforts must also be made in terms of human and financial resources to keep up with beneficiary demand. Orders have been made, but the manager has difficulty in following the installation. A catch-up plan is planned for Q4.
Vatovavy Fitovinany	67,975	7,683	11%	2,170	6,116	943	4,445	1993	2285	20,444	12846	5,000	1,535	3,538	853	1854	923	11,300	3,311	New users coming from existing systems set up by RW and from several boreholes with hand pumps drilled by Ny Tanintsika in cost-sharing with the RW project. The diagnosis of Mickael's company, managing 80% of the systems in V7V, revealed that the company is coping with internal issues around resources and performance management. Tailored coaching will be provided to the company to solve this specific problem and start increasing sales.
Vakinankaratra	61,069	-	-	0	0	3,300	0	3,960	0	12,630	0	0	0	1,650	0	2000	0	5,252	0	Construction began in Q3 and is not expected to finalize until the end of August 2021, so no new users recorded.
Amoron'i Mania	31,025	-	-	0	0	2,700	0	2,520	0	15,400	0	0	0	1,022	0	1,320	1650	5,654	1,650	Tenders for the new systems have been issued, and construction is scheduled for late Q4. Counting of beneficiaries from the soft activities is in progress
Haute Matsiatra	27,425	-	-	2,241	0	1,623	0	9,225	0	16,242	0	1,129	0	527	0	3741	22	6,154	22	Construction began in Q3 and is expected to be complete by the end of September 2021.

Rural Access to New Opportunities in Water, Sanitation, And Hygiene
RANO WASH FY2021 Quarter 3 Report

Regions	Potential coverage (APD)	Total Coverage to date	%	Basic drinking water services								Safely managed drinking water services								Comments and next steps
				(new users)								(new users)								
				Q1		Q2		Q3		FY21		Q1		Q2		Q3		FY21		
				Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual	
																			No new users recorded. The other construction work is pending ESF approval and will begin in Q4.	

Access to water services in Communes with privately managed water systems is still not meeting expectations, with some variations at the regional level (10% to 76%), though sales projections are expected to reach 19,925 new water users (Annex 22. Water Coverage Plans Q3FY21 Update).

In Q3, we focused our efforts on analyzing the barriers to use of water services.

Key conclusions were:

- **Companies are still unable to increase their customer base at necessary levels.** In Q2 (March 2021), the project team provided marketing training to water service providers. The goal was to change the mindset of the companies and build their capacity to create marketing offers and campaigns. In Q3 (May 2021), the diagnostics of the companies showed that even with a good marketing training company will be unable to deliver substantive results if it does not have the proper resources and procedures to implement the marketing strategy. Most companies were unable to understand or identify why customer targets were not being met. It's important to remember the private water sector is nascent, and companies still grapple with organizational performance as they continue to grow.
- **The other cause is the mismatch between company pricing offers and customers' ability to pay.** Despite a strong willingness to pay from the vast majority of customers, the ability to pay is really low. Pilot marketing campaigns in Anosibe Ifody and Beforona revealed that people could indeed pay for water connections in installments if the right payment formula is offered. Ideal price points included prices between 10,000ar and 50,000ar for the first payment and spread no more than six months, resulting in very high conversion rates. However, in most of the other systems we support, the operator applies a single payment between 80,000ar and 310,000ar in general (without special subsidies or payment plans).

Using these conclusions, the team developed the following strategy to support water services providers in RANO WASH intervention communes:

- A. **Training phase:** Provide initial training on marketing to enterprises and jointly develop a marketing strategy with staff;
- B. **Support phase:** Carry out a diagnostic of the company's structure, procedures, and staffing. Give recommendations to adapt their resources and procedures to the new marketing and commercial activities. Train the company's personnel on weak points and track their performance.
- C. **Campaign phase:** Support companies¹⁶ in outreach and relationship-building with banks to efficiently implement campaigns where cash flow is critical.
- D. **Coverage phase:** Development of new pricing offers and exploring options like franchising water distribution through kiosks.

¹⁶ Outputs' support includes price point, project to be presented to the bank

SHARING RANO WASH PPP APPROACH FOR DRINKING WATER SUPPLY

RANO WASH organized a virtual sharing session in collaboration with the MEAH on the project's business plan template provided for water service providers and the digitalized management tool to provide professional services. The webinar was attended by more than 140 participants,¹⁷ who requested more details on how to handle the tools, especially water services providers and other projects working in the WASH sector. Société Générale expressed their interest to get detailed information on the private operators' project and financial needs.

However, the use of digital applications in water system management is currently not yet adopted by most enterprises. In Q3, only one enterprise in Vatovavy Fitovinany (Mickael) showed interest in using the data transmission system. Two main conditions were identified to be critical in the implementation of the digitalized tool:

- The enterprise must have a well-defined workflow for its operations. The process should be in paper form or at least well implemented in the enterprise's daily routines if not documented. Coaching work on procedures rationalization will be done on the enterprises that do not meet these conditions.
- The enterprise must have qualified personnel to implement or convert standard processes to digitalized management to allow tool integration.

Mickael has both conditions ready and goodwill to go digital. An implementation test will be run in Q4, and further work on communication to other enterprises will be done based on the success of the first tests with early adopting enterprises.

This tool has also been used as a reference for the recently launched RANO WASH harmonized tenders. 19 private companies have come forward to respond to the calls for tender using the tool.

The MEAH has also requested a training on the project's business plan model. We will also continue to coach companies to master and use this tool to improve water services management.

ACCESS TO SANITATION SERVICES

Table 6. Access to Sanitation Q3.21 Update

Regions	Q1		Q2		Q3			FY21		
	Target	Actual	Target	Actual	Target	Actual	%	Target	Actual	%
# of people gaining access to a basic sanitation service as a result of USG assistance										
Alaotra Mangoro	1,500	4,862	1,600	15,468	1,800	15,909	884%	6,400	36,239	566%
Atsinanana	1,500	13,876	1,500	10,667	1,500	5,745	383%	6,600	30,288	459%
Vatovavy Fitovinany	495	3,803	495	1,646	585	4,329	740%	2,160	9,778	453%
Vakinankaratra	200	7,374	700	2,460	1,700	4,564	268%	3,000	14,398	480%
Amoron'i Mania	482	743	932	3,088	956	11,426	1,195%	3,400	15,257	449%
Haute Matsiatra	275	2,347	450	8,772	600	10,573	1,762%	1,440	21,692	1,506%
Total	4,452	33,005	5,677	42,101	7,141	52,546	736%	23,000	127,652	555%

¹⁷ Participants are composed by mainly private sector members such as banks, water private operators, EDBM, NGOs and different project working in the WASH sector, governments members, ...)

Regions	Q1		Q2		Q3			FY21		
	Target	Actual	Target	Actual	Target	Actual	%	Target	Actual	%
# of people gaining access to a limited sanitation service as a result of USG assistance										
Alaotra Mangoro	8,500	2,066	10,000	5,227	10,129	8,799	87%	37,629	16,092	43%
Atsinanana	8,001	1,501	8,001	2,087	8,000	940	12%	32,083	4,528	14%
Vatovavy Fitovinany	3,950	1,147	3,900	1,649	3,950	3,089	78%	15,750	5,885	37%
Vakinankaratra	700	379	2,700	846	5,100	747	15%	9,541	1,972	21%
Amoron'i Mania	1,950	1,460	1,857	1,643	2,610	3,141	120%	7,857	6,244	79%
Haute Matsiatra	2,100	1,510	1,200	6,659	3,129	11,350	363%	9,429	19,519	207%
Total	25,201	8,063	27,658	18,111	32,918	28,066	85%	112,289	54,240	48%

Sanitation continued to perform and exceed targets, particularly in terms of access to basic services. 52,546 people out of the targeted 7,141 had access to basic sanitation facilities, and 28,918 people out of the targeted 32,918 had limited access.

As explained under the SO3 further below, success in sanitation can be explained by the adoption of several approaches and the consideration of the system approach for equitable and sustainable services. Among others, key success factors include the empowerment of government authorities at the local, communal, regional, and even national level, the linking of behavior change with service delivery through local masons, the adoption of various approaches to behavior change and the linking of service users and service providers with financial services (i.e., VSLA microloans sufficient for latrines as the cost is not very high).

The development and implementation of the market-based sanitation strategy with iDE will further ensure the sustainability of sanitation gains by providing service models to users to scale up sanitation and help communities break through to limited or safely managed sanitation.

Activities planned for the next quarter

- Launch water infrastructure constructions in the new sites and follow-up ongoing construction works;
- Support communes and their partners to implement water infrastructure rehabilitation projects with commune/community resources;
- Develop and submit 14 ESFs (new and revised);
- Conduct and report the remaining APS and APD;
- Monitoring of the application of environmental compliance measures in the ESFs approved, and the water quality;
- Coaching WSP managers to update their road map: marketing, financial and technical aspects;
- Follow-up on the water coverage operational plan.
- Continue the development of the market-based sanitation strategy with IDE

IR2.3 Strengthened Technical and Business Skills and Competencies

Output 2.3.1 Strengthened capacity-building for the private sector in business systems and technical operations

TRAINING AND COACHING FOR SMALL LOCAL ENTREPRENEURS

The small entrepreneurs' training and coaching process with Youth First allowed young masons and seamstresses to develop and test innovative approaches. Training and coaching modules and documents were positive results in themselves.

However, the training phase is too short to allow, and the trainers, and the trainees, to get a good synergy and allow the trainees to accommodate to the new principles, leading to a limited impact on trainee's gross revenue (detailed results of the coaching in Annexes 24 and 25. Youth First trainees evaluation: output profile). Continuing the collaboration with Youth First will try to address coaching requirements.

In parallel, the RANO WASH team tested a replication of the training/ coaching process and marketing on 44 local masons in Vakinankaratra. Development and optimization of products, identification of sales channels, calculation of marketing costs, and rationalization of sales performance were among the topics covered during the training. In addition to the basic training curricula (production techniques, business plan, etc.), marketing training has been developed for the local masons. Development and optimization of their products, identification of sales channels, calculation of marketing costs, and rationalization of sales performance are among the topics covered during the training. This training had two main impacts:

- **On the marketing activities of local masons:** Marketing activities now include a more proactive search for sales, and masons have developed a sales methodology.
- **Perceptions of a business mindset among local masons:** By increasing the business's profitability, the masons are more willing to invest, look for more markets, generate more profits, and are less blocked on the selling prices.

The evaluation of the impact of the training of local masons revealed an increase of +265% between Q2 and Q3 in the number of toilets sold in the region. A more detailed analysis of the exercise results of the 44 trained masons will help determine the real effectiveness of the approach.

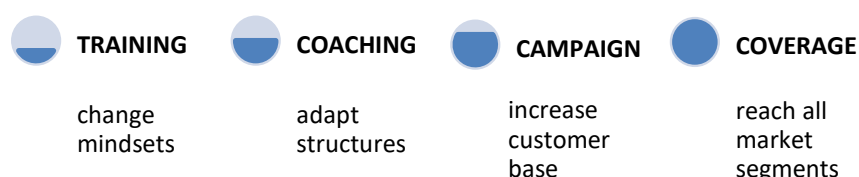
In Vatovavy Fitovinany, local masons constructed 11 latrines for institutions. The cost is less expensive but takes more time to build. However, this approach ensures the sustainability of the infrastructure, where the presence of local masons ensures future rehabilitation. In Amoron'i Mania, 6 institutions were visited for rehabilitation and the region plans to encourage local masons to carry out the rehabilitation in Q4. In Atsinanana, the regional team evaluated the tender to construct 4 latrines at the institutional level. The results will be communicated in Q4.

TRAINING FOR WATER SERVICE PROVIDERS ON MARKETING AND BUSINESS MANAGEMENT

Capacity building of the private sector for effective water coverage

As mentioned in the section on access to water services, we have provided training to water service providers since Q1 to increase service coverage. This training for companies allowed us to assess the profile of companies in marketing and entrepreneurship. As discussed above, RANO WASH has set up a training plan in four phases to improve the

autonomy and efficiency of the companies. These steps of capacity building of enterprises will allow effective implementation of marketing. Annex 23 Capacity building of Water services providers update provides a summary of the training content and the results obtained in Q3



Output 2.3.2 - Development of professional associations

In Q3, RANO WASH supported the creation of four associations of artisans. These are two associations with 22 local masons (Vakinankaratra) and two professional associations with 20 masons and 15 seamstresses (Amoron'i Mania). We conducted training on the advantages of associating with small professional operators. The objective is to have sufficient weight to be able to respond to requests.

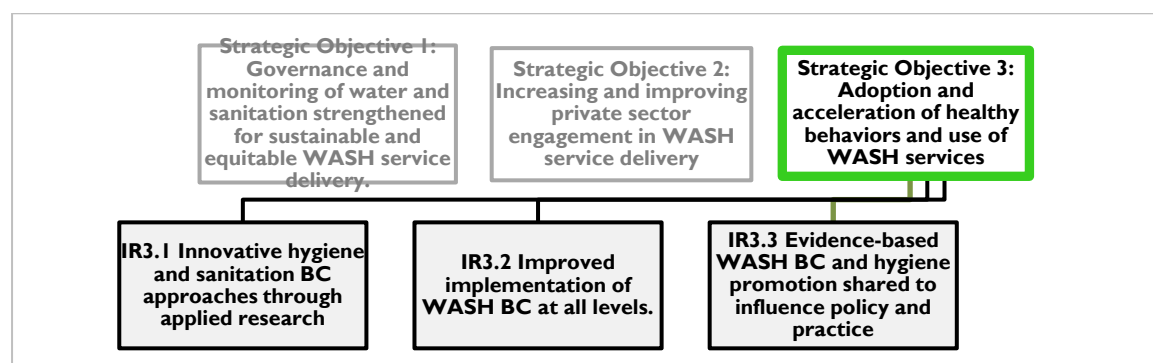
The team also supported creating a local operator network in 3 towns of Toamasina II, Brickaville, and Vatomandry in Atsinanana. The objective is to share experiences and good practices to evolve in the WASH sector, make this network operational, and have more visibility of existing markets. Thus it was decided to: (1) to develop a vision and strategy for the network and (2) develop the "entrepreneurial spirit". We will continue to strengthen their capacity to develop their business.

Activities planned for the next quarter

- Test a payment facility for water connections with a company¹⁸ that can finance the campaign because of its good relationship with the bank;
- Develop a generic offer for companies with banks to facilitate these connections (offer developed for all RANOWASH systems)
- Launch campaigns on a company scale (several systems)

¹⁸ Following the diagnosis of the water service providers, Mickael was selected for this test given the number of systems it manages, the coaching provided by RANO WASH, and the efforts demonstrated by the company, its commitment to the campaign and its relationship with its bank.

2.1.3 Strategic Objective 3: Accelerating the Adoption of Health Behaviors and Use of WASH Services



Key Achievements

- 585 communities and 7 communes were self-proclaimed as ODF
- 2,385 VSLA members invested in WASH services and products, out of 2,325 targeted
- 52, 546 people have access to basic sanitation services, out of 7,141 targeted
- 28,066 people have access to limited sanitation services, out of 32,918 targeted

Table 7. Summary of Progress for Key SO3 Indicators Q3.21

Key Indicators	Q1		Q2		Q3			FY21		
	Target	Actual	Target	Actual	Target	Actual	%	Target	Actual	%
# of new communities verified as ODF	183	156	202	423	368	585	159%	887	1164	131%
# VSLA members investing in WASH products and services	2,240	3,558	1,350	2,080	2,325	2,385	103%	6,506	7,823	120%
# of people gaining access to a basic sanitation service	4,452	33,005	5,677	42,101	7,141	52,546	736%	23,000	127,652	555%
# of people gaining access to a limited sanitation service	25,201	8,063	27,658	18,111	32,918	28,066	85%	112,289	54,240	48%

IR3.1 Improved Hygiene- and Sanitation-Behavior-Change Solutions through Applied Research

Output 3.1.1: Behavioral science innovations for WASH BC solutions through applied research

Research on the use of water services managed by private operators

During this quarter, we continued the study on household use of private water services using the Barrier Analysis methodology. The image below shows the twelve behavioral determinants studied. The research will show which behavioral determinants have the most influence on the practice of the behavior and identify strategies to help private operators and the team to improve household purchase and environmentally-conscious consumption of water. The figure below shows the most important determinants for health and nutrition, with the most important determinants highlighted in green and the least important in grey.

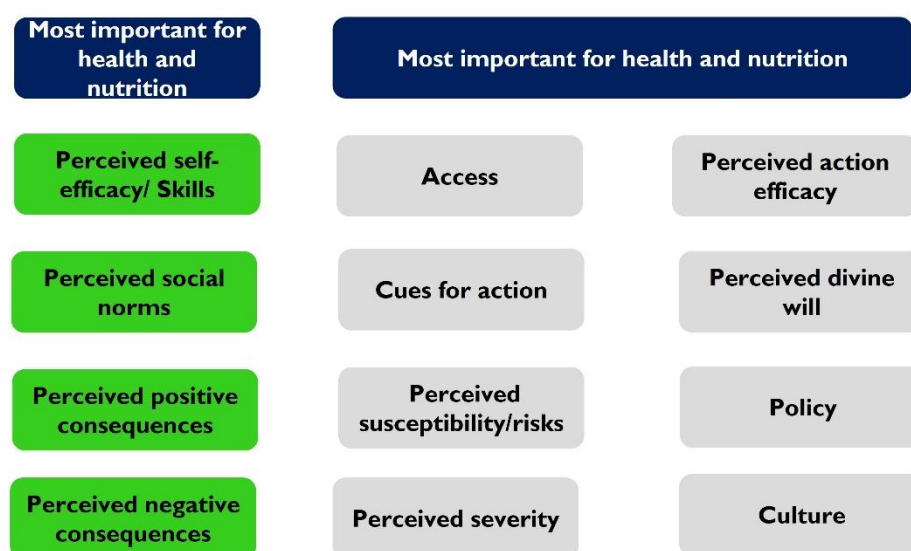


Figure 4. Important determinants that influence behavior

This quarter focused on data analysis and preliminary results on the use of privately managed drinking water services. The significant determinants and preliminary results are summarized in the table below.

Table 8. Determinants and preliminary results on the use of privately managed drinking water services

All households		
Behavior	Determinants	Result*
Targeted adult men and women purchase private water connections and use	Perceptions of personal effectiveness / skills	Non-Doers believe that (less) cost would make it easier for them to use privately managed services (p value = .06). This means that we will need to address this cost perception with private operators. Many possibilities can be developed, ranging from payments by installments, promotional prices, or other communication and marketing activities to change this high price perception.
	Perceived positive consequences	Non-Doers believe that health is an advantage to using private water services. This means that we could

All households		
Behavior	Determinants	Result*
these connections for all domestic needs		leverage health advantages as a marketing argument for non-doers
	Perceived negative consequences	Non-Doers believe additional costs are a disadvantage of private services while Doers believe that change in water quality ($p=.06$) is the main disadvantage of private services. With this result, we need to understand more what non-doers mean when they say additional costs. We could do this by doing further qualitative research and addressing this perception by supporting private operators' communication activities. As for the water quality, we believe this is from a specific site where the water color changes after the system rehabilitation. This could mean that perception about water quality is very important, and by water quality, it could mean the taste, the odor, the color...We might need to understand better what criteria are the most important to people when speaking about water quality, address the technical issues related to this, and improve communication on this. We need to strengthen the accountability mechanism to ensure that the private water operator publishes the results of the periodic water quality analysis and that community members can receive more clarification if they have questions.
	Perception of the effectiveness of the action	Non-Doers believe private services fully prevent diseases and Doers say that they only might prevent diseases. We could leverage this information by using better health as an argument for sales.
	Perception of divine will	Doers believe that God approves of using private water services. Non-Doers only slightly believe God disapproves of private water services ($p=.07$). This result reveals how important divine will is still for the households. We will need to consider working with religious authorities to influence the use of privately managed water services positively.
	Perception of self-efficacy	Non-Doers believe they can achieve self-efficacy, while Doers are less confident. The perception of self-efficacy is also important. We might need to understand more on the correlation between self-efficacy and how we will need to use this to influence positively the purchase of privately managed water services.
		<i>*P-values for results are .05. In case where the p-value is in between .06 and .08, the value is noted</i>
Households with private water services		
Behavior	Determinants	Result*
Targeted adult men and women purchase private	Perceptions of personal effectiveness / skills	Doers more likely to note service interruption as a disadvantage of private water services. Non-doers say high prices are a disadvantage of private services ($p=.07$). This could mean that we need to (1) encourage private operators to improve the quality of their water services and especially support them to avoid service

All households		
Behavior	Determinants	Result*
water connections and use these connections for all domestic needs		interruption, or at least encourage better communication on it, because that is perceived as a disadvantage, (2) the perception on high prices from non-doers will need to be addressed. More discussions with private operators on how to face this perception will be needed.
	Perceived social norms	Doers highly likely to not know who approves of them using private water services. Social norms perception is also an important determinant. However, we will need to investigate further on this to understand how we could leverage this to improve water services.
	Perceived negative consequences	Doers state water quality and water cuts/service downtime as the major disadvantages to private water services. As stated in the previous table, water services quality is very important, especially interruption, so that we will address this with private operators
	Action signals/reminders	Doers don't have difficulty remembering when to use private water services. This determinant has been identified as important and could reinforce that proximity and visibility of water connections, especially private connections, can be used as a reminder for continuous use. Further qualitative research might be needed to understand more on this so that private operators can use this as a marketing argument.
	Perception of divine will	Doers say that God approves of their use of private water services. Again, as stated in the previous table, divine will and approval are still very important, so we will need to incorporate religious actors in the marketing and communication campaigns to influence water services use.
		<i>*P-values for results are .05. In case where the p-value is in between .06 and .08, the value is noted</i>

RESEARCH ON HANDWASHING WITH SOAP

For the research on handwashing with soap at key moments, we conducted remote data collection this quarter. In collaboration with *Connecteo*, we surveyed 90 households identified from our Grow-Up Sticker participant database, including 45 adopters of handwashing with soap at key times behavior and 45 non-adopters of the handwashing with soap at key times behavior using the same twelve behavioral determinants outlined above. Analysis of the results of this study is also underway.

SANITATION RESEARCH WITH IDE

iDE delivered the final report for the first research phase as part of their larger support in revisiting and revising the project's market-based sanitation model. This final report highlights the four main components of the model that iDE is proposing to increase profitability and sustainability:

- (1) creating an aspirational product,
- (2) activating demand with strong marketing and communication campaigns,

- (3) strengthening the supply chain, and
- (4) improving access to finance.

These four components will be implemented through collaboration with the “passionate local mason(s)” supported by the project and who show potential to become true entrepreneurs. The final report is available on the RANO WASH website¹⁹. RANO WASH will continue collaborating with iDE for Phase 2 to design, pilot, and scale up these recommendations and models. The next steps in this activity and the estimated durations can be seen in the chart below, based on our discussions and exchanges with iDE. We plan to launch the next phase, which is developing and creating an aspirational product next quarter, for a six-month duration.

Immediate Next Steps: Getting set up	Phase 1: Developing and testing an aspirational PRODUCT	Phase 2: Building a sales team, targeting early adopters	Phase 3: Scaling, targeting early majority
July - August 2021	August - December 2021	January - June 2022	July - December 2022
Creating an Aspirational Toilet Product	Test the product Validate features, price, etc.	Roll out the flagship Kabone Mandam and test tiered offerings	Launch tiered product offerings in the coast
Demand Activation	Test targeted marketing continuously to measure effectiveness	Recruit and train sales agents, and start advertising	Begin marketing to the early majority
Strengthening Supply Chain	Test mechanisms to bolster the supply chain	Pilot the entrepreneur network and hardware store collaboration	Scale and monitor supply chain strengthening initiatives
Improving Financial Access	Explore trusted financial mechanisms and providers	Test financial mechanisms and flexible plans for early majority	Pilot and monitor financial mechanisms and flexible plans

Figure 5. Process to follow for the implementation of the MBS model with iDE

GROW-UP STICKER

This period also saw the launch of the next iteration of the Grow-Up Sticker campaign. Local promoters are currently accompanying 15,945 households to lead them to practice the five key behaviors promoted. Many households receive one-on-one support, so the team faces some challenges in collecting information for all of these households as this is time-consuming and done manually. We are considering streamlining the evaluation of the approach by conducting sample studies and analyses of accompanied households to assess change. This streamlined approach will reduce the amount of data that needs to be collected on a regular and intensive basis by the promoters and also easier to implement as we scale the approach.

Output 3.1.2: Studies of integrated population, health, and environment (PHE) programming models stimulating cross-sectoral collaboration

Population Health Environment (PHE) integration activities continue in the field. In Vatovavy Fitovinany, as part of the collaboration between VALBIO, RANO WASH, and the Commune of Kelilalina, a perimeter of 1.6 Ha around the catchment area of the spring

¹⁹ https://care.mg/ranowash/updated_ide-final-report_ranowash/

feeding the Kianjanomby AEP system has been identified as a reforestation area. A deed of gift has been negotiated with the owner so that VALBIO can proceed with reforestation activities. To support environmental education activities at schools, Valbio will set up a nursery and a vegetable garden.

In Atsinanana, RANO WASH mobilized the regional and national PHE network, as well as all other stakeholders from other sectors in the Commune of Antetetzambara where Ivoloia Park is located, to discuss how these different stakeholders can collaborate and integrate their activities to generate sustainable impacts on the population, and also protect the environment. Planning for coordination meetings revealed the difficulty of implementing the concept of integration, especially when it comes to several organizations with different themes that must collaborate to lead to a better impact on development. To address this, we plan to encourage the different partners involved in the process to continue exchange sessions on a regular basis.

Output 3.1.3: WASH–Nutrition linkages researched

Activities to strengthen the impact of WASH on nutrition also continued this quarter. In Atsinanana, RANO WASH participates in the region's Nutrition Cluster activities by contributing to the database for the following two WASH indicators: (1) Number of individuals reached by promotion on household access and use of safe water; and (2) Number of households reached by awareness-raising activities on latrine use and excreta management. In Vakinankaratra, collaboration with the World Bank-funded FAFY(PARN) project continues in the two Communes of Andranomanelatra and Antsoatany. The "lead mothers" deliver WASH messages during their household activities. In Amoron'i Mania, a similar collaboration is being set up, where community nutrition agents will also accompany households accompanied by local WASH promoters to benefit from nutrition education activities. At the same time, the regional nutrition team is also seeking collaboration with the project to train them in CLTS.

Activities planned for the next quarter

- Publish final reports for the two Barrier Analysis research studies: use of privately managed drinking water services and handwashing with soap
- Continue the development of the Market-Based Sanitation model, starting with the design phase and testing with iDE at the coastal areas selected for the pilot
- Conduct a quality analysis and capitalization on Grow-Up Sticker interventions to continuously improve the approach
- Conduct a learning activity around the contribution of VSLA groups in improving household access and use of WASH services and products
- Continue integration of WASH and Nutrition activities as well as PHE activities

IR3.2 Improved Implementation of WASH Behavior Change at All Levels: Communities, Government, and Private Sector

Output 3.2.1: WASH BC program coordination improved in RANO WASH regions

Coordination of behavior change activities and use of WASH service continued through the project's co-leadership at the SRMO level. For the six regions, the SRMO is the main entity that coordinates progress towards the Madagasikara Madio goal. The different actors (government, NGOs, private sector, CSOs, etc.) discuss and reflect on the different strategies that can be used to reach this goal. RANO WASH plays a crucial role through sharing tested and validated approaches to sanitation from its intervention communes. Other communes and districts outside of its intervention can benefit from this. For example, in Vakinankaratra, RANO WASH's presentation on successful approaches to sanitation led to the update of the regional action plan to take into account approaches implemented by RANO WASH. Mainly, these include a combination of community approach (CLTS), market-based approach, group-oriented with financial approach through VSLAs, household approach, and institutional approach. In Vatovavy Fitovinany, the "Commune Madio" competition under the leadership and coordination of the SRMO enabled three Communes to achieve ODF status.

Output 3.2.2: Innovative CLTS and WASH BC implementation

CLTS AND SANITATION

585 communities were verified ODF out of the 368 targeted for this period. As of today, 12 Communes are verified ODF out of the 19 targeted this year. Despite the fact that 07 Communes have self-proclaimed as ODF, the verification process was not realized. This verification process takes time as the DREAH has to be mobilized, and planning the missions with them is challenging.

52,546 people have access to basic sanitation, while 28,066 have access to limited sanitation. The sanitation results appear to continue on an upward curve, and the lessons learned from the field help explain this positive performance and confirm our initial assumptions:

- The central role of the leadership of authorities at different levels: fokontany, commune, and region is crucial. In particular, the inclusion of communal objectives as a contribution to broader regional and national objectives and creating emulation between the different localities creates a sense of pride and the desire to surpass others. The institutional triggering, in particular, helps to engage the responsibility and leadership of these authorities at different levels.
- The use and combination of different approaches facilitate the achievement of ODF status: a community-based approach with CLTS, a household-based approach with the Grow-Up Sticker, an institutional-based approach to support institutions to improve and sustain their access to WASH services, a market-based approach to support private sanitation operators, and a VSLA approach to address the financing needs of the sector, both for households and small private operators.

Table 9. Number of communities verified as "open defecation free" (ODF) as a result of USG assistance Q3.21

Regions	Q1		Q2		Q3		FY21		
	Target	Actual	Target	Actual	Target	Actual	Target	Actual	%
Alaotra Mangoro	35	39	45	110	45	208	170	357	210%
Amoron'i Mania	30	34	35	111	40	74	122	219	180%
Atsinanana	33	20	50	32	55	72	170	124	73%
Haute Matsiatra	25	28	10	40	35	131	80	199	249%
Vakinankaratra	30	23	42	65	43	30	115	118	103%
Vatovavy Fitovinany	30	12	20	65	150	70	230	147	64%
TOTAL	183	156	202	423	368	585	887	1164	131%

Regarding the ODF status, of the 376 villages monitored during this quarter, 376 585 maintained their ODF status. In general, the maintenance of ODF status is premised by the construction of durable latrines, the use of non-shared improved toilets, and the establishment of community rules to and the establishment of community rules to impede or discourage laggard or recalcitrant people or households. These rules can be social or enforced through local laws such as "Dina." Villages lose their ODF status due to poor latrine quality and stagnant social norms around open defecation.

VSLAs

Savings group investments in WASH services and products

Regarding VSLA group results, 2,385 VSLA members invested in WASH products and services out of the 2,325 targeted for this quarter. Investments in hygiene products are the most important, followed by investments in sanitation, and finally investments in drinking water.

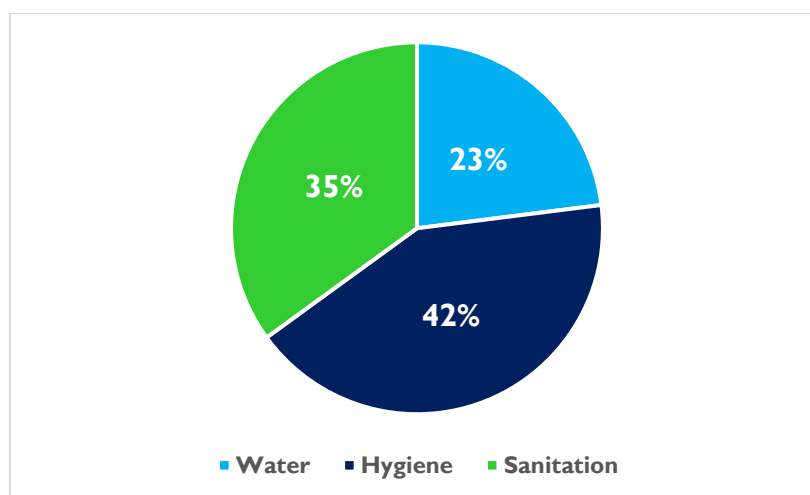


Figure 6. Use of WASH investment by VSLA members

The total amount invested in WASH services and products is Ar 50,016,008 (approximately \$3,359). Investments comprise the following: 1) hygiene products are mainly the purchase of soap and products to ensure food hygiene; 2) in sanitation, these mainly consist of purchasing materials to build improved non-shared latrines; and finally, investments in drinking water consist of storage (jerry cans and others) and water treatment products. We continue to encourage VSLA members to purchase connections to the water supply systems, and that is why we have chosen to dedicate the next VSLA competition to increase the number of people gaining access to water services by associating it with the water service coverage plan developed under SO2.

Financial education ad securing funds for savings groups

This third quarter was also devoted to developing a financial education training curriculum and training teams and village agents on this topic. Financial education teaches the knowledge, skills, and attitudes that people need to manage their resources and expenses better and use financial services and products using good money management practices. More details on the contents of this training can be found in Annex 29. This training is also an important prerequisite for facilitating the linkage of these savings groups to formal financial services to gradually increase the amount of their loans according to their needs.

In addition, the project also met with MVola Group, as well as BNI KRED, to identify avenues of collaboration to offer saving groups security for their funds. MVola announced the availability of technology to replicate the three-key security mechanism specific to VSLA groups via mobile. RANO WASH plans to launch pilots using this model in three regions, based on the maturity analysis of the groups through data collected on SAVIX.

Support to healthcare facilities and schools

During this period, RANO WASH continued to support health centers and schools. In Vatovavy Fitovinany, the implementation of nudges at the school level has been achieved. We plan to continue our efforts to support these institutions in developing their management plan and the operations and maintenance of these infrastructures to ensure services sustainability.

During this period, we also reminded the Commune of its important role as the owner of public services in its territory, including WASH services at the institutional level. Indeed, many public institutions struggle to cover the cost of access to WASH services. We encourage communes and institutions to work together to ensure that these services are always available. Field observations reveal that the relationship between communes and public institutions, such as health centers and schools, is not always fluid, preventing the two entities from finding solutions together. These solutions can be of various kinds: inclusion of institutional WASH expenses in the communal budget following the mobilization of local resources, including taxation, payment of WASH services by users, and access to state subsidies. At the same time, we are also planning to pilot private sector involvement in managing these institutional WASH services. Currently, private operators provide water connections, and the institutions pay the related invoice. The team would like to develop a model where the private operator ensures all WASH services and infrastructure are well managed and well maintained (i.e., cleaning latrines, cleaning health centers, repairing infrastructure). The exact management model will be developed, and the pilot will be implemented in the next quarter.

HYGIENE PROMOTION THROUGH MASS CAMPAIGNS, MARKETING, AND MEDIA CAMPAIGNS

The project continued with mass campaigns, in particular the broadcast of radio programs and radio spots. The celebration of the World Menstrual Hygiene Management Day was an opportunity to reinforce the dissemination of messages on menstrual hygiene behaviors.

In Vatovavy Fitovinany, the broadcasting of the program “*Leran'ny Fahadiovana*” continued and focused on the organization of the Commune Madio contest. In Atsinanana, specific programs have been produced based on testimonials from households that adopt WASH behaviors and use services and products offered by local private operators. Testimonials are more effective in creating a sense of identification and a ripple effect.

Marketing campaigns have also been strengthened to promote the use of WASH services and products offered by private operators. In Amoron'i Mania, communication and marketing tools such as posters, radio spots, and flyers were produced. In Vatovavy Fitovinany, campaigns to promote privately managed drinking water services were organized as part of the celebration of World Water Day, held in April. The private manager, supported by the project, organized a competition for the best subscribers to reward the service's biggest users. At the same time, it made promotional offers to households that had not yet subscribed, giving them discounts on the cost of connection. In Atsinanana, the dissemination of testimonials from service user households was also used to boost the marketing of drinking water services.

Activities planned for the next quarter

- Verification and certification of self-proclaimed ODF communities and communes
- Continued support to institutions, in particular for the implementation of sustainability plans for the services put in place
- Organization of the VSLA competition focused on improving access to drinking water
- Continuation of WASH behavior promotion activities, as well as marketing activities

IR 3.3 Evidence-based WASH behavior change, and hygiene promotion shared to influence policy

Output 3.3.1 National-level networks, policies, and programs engaged for sustainable WASH BC

This quarter was marked by an increase in the number of COVID-19 cases, which greatly affected activities at the national level, especially for public institutions, which had prioritized all COVID-19 control rather than long-term WASH activities. The project contributed to this effort by providing WASH inputs and materials to the COVID-19 Treatment Centers in the six regions. Other activities that were not directly related to the health emergency were thus very limited at the national level.

Nevertheless, at the regional level, activities related to the implementation of Madagasikara Madio continued. The project was able to contribute and influence the sharing of sanitation experiences at the SRMO level.

Activities planned for the next quarter

- Follow-up on activities related to curriculum development on WASH Friendly Health Facilities.
- Sharing on the Commune ODF process to MEAH and partners
- Sharing on the results of research conducted: safe water, Handwashing with soap

2.2 Gender Mainstreaming

This quarter, RANO WASH's gender and social inclusion activities focused on celebrating World Menstrual Hygiene Management Day, building young WASH entrepreneurs' capacity, accompanying MEAH in facilitating the Gender and WASH Working Group, and implementing different approaches to transform harmful social norms.

Celebrating the World Menstrual Hygiene Management Day

This year's global theme encourages redoubling efforts to ensure that girls and women enjoy their full rights during menstruation: "More action and investment in menstrual health and hygiene now." Thus, the MEAH marked the national celebration with various activities that included presenting the National Menstrual Hygiene and Health Management Strategy draft to all stakeholders, promoting different menstrual hygiene products, and holding webinars to share experiences on menstrual hygiene management.

RANO WASH contributed financially to the celebration at the national level by producing communication materials and sharing our experiences through a webinar. The webinar "Empowering women and girls through menstrual hygiene management" presented on Good menstrual hygiene adopted by women and girls contributes to their improved health, well-being, economic resources, and social status. As the next steps, the products of this webinar will be centralized at the Ministry level and will be available for consultation and use by WASH partners (Annex 33).

At the regional level, RANO WASH contributed to the celebration organized by the DREAH in partnership with the Regional Direction of the Ministry of Population, Social



Picture 2. Sensitization on menstrual hygiene management in prison, Manakara

Protection, and Woman Promotion. The Vatovavy Fitovinany Gender Focal Points²⁰ organized an awareness session on menstrual hygiene management in prison and intermediate-school of Manakara in Vatovavy Fitovinany.



Figure 7. Banner designed with WASH stakeholders for the World Menstrual Hygiene Management Day celebration

Supporting the MEAH and the WASH cluster to energize the Gender and WASH working group

The regular virtual meeting of the Gender and WASH group was held on April 2, 2021, with at least 32 WASH sector actors from the 22 Regions of Madagascar. The Department of Sanitation and Hygiene of MEAH shared the gender-sensitive standards required for latrines at the institutional level. Participants provided feedback based on their respective experiences, and MEAH agreed to consider them in the formal document to be shared with all stakeholders. (Annex 33).

The **Association of People with Disabilities** was specially invited to this session. Their members shared the specific needs of people with disabilities that should be considered in the design of WASH public infrastructures.

Building capacity of young WASH entrepreneurs

Following the training sessions for 44 young WASH operators, Youth First coaches accompanied them in the revision and implementation of their business plans. The coaches worked with the young entrepreneurs to identify challenges and jointly define strategies to address these challenges. The results of the support are included in the Youth First report (Annex 24: Coaching Final Report - Youth First). These documents are also available on the RANO WASH website.

Box3. Highlights from the coaching session

According to the self-assessment of 44 young people supported, 90% of them affirm that they have evolved in their business and feel more confident in being a professional WASH service provider despite the challenges encountered.

A young seamstress from Haute Matsiatra, who used to be mocked by people for sewing sanitary pads, is now recognized and inspires young people, especially young men, who want to strengthen their skills to become professional tailors or seamstresses.

A young woman from Atsinanana practicing masonry said she has improved her social relationships and is very proud of her autonomy. The support with Youth First strengthened her negotiation skills within her household and in the market environment.

²⁰ The gender focal points in Vatovavy Fitovinany are composed of the regional directorate of the Ministry of Population, the DREAH, representatives of women's associations, journalists and RANO WASH members.

Implementing gender transformative approaches in project intervention areas

The project team in the six intervention regions continues to apply transformative approaches such as women's leadership development, men's engagement for equitable access to WASH services, and Social Analysis and Action.

In the Atsinanana region, we organized three²¹ women leaders' workshops and another three workshops in Haute Matsiatra at the district level. The objective is to provide a space for women²² to share experiences and challenges as leaders and strengthen their commitment to the WASH sector.

The reflex to mainstream gender in programmatic activities is becoming a common practice by the project team (e.g. field staff, TAs, and SZs) as well as government stakeholders (e.g. mayors, regional DREAH, etc).

For example:

- 1) **the participation of all segments of the population in the discussions** is ensured during community meetings for the water systems implementation;
- 2) **voices of women, youth, and people with disabilities are heard** in the various community debates and decisions bodies, such as CSOs and SLCs; and
- 3) **ensuring communities make devices** (such as taps or handwashing facilities with soap, showers, and latrines) **accessible to all population segments**, especially in public places.

As part of implementing the Grow-up Sticker approach, we facilitated focus groups to identify and highlight committed men and model households regarding relationships between household members for universal access to WASH services and products.

In addition, the team initiated the Social Analysis and Action this quarter following training in Q2. We began to address the social norms that block certain behaviors related to equitable access to and control of water, sanitation, and hygiene services. CARE has an analysis framework called SNAP (Social Norms Analysis Plot) that facilitates analyzing a norm, providing questions to identify actions to take and measure changes in norms and inform how interventions can be adjusted for greater impact. This tool helped the team highlight some norms and changed some norms that undermine the rights and duties of

²¹ Two workshops at the district level: Vatomandry, Brickaville and one at the regional level.

²² Women leaders who participated in the sharing sessions: STEAH, local promoters, OSCEAH president, SLC members, mayor or deputy mayor, communal councilor, president of women's associations, ASUREP, VSLA, WASH operators, journalists.

everyone for equitable WASH services. Annex 32 provides details on the Analysis and Social Action approach results and the analyses from SNAP²³.

Mapping of gender and social inclusion actors working with RANO WASH

Within the framework of gender mainstreaming and social inclusion, RANO WASH collaborates with different actors in different forums for sustainable and equitable services. At the global, national, regional, and field levels, governmental, non-governmental, and civil society organizations are working together to promote gender equality to improve equitable access to water, sanitation, and hygiene services for the rural population served

Box 4. Some results of the Social Analysis and Action Approach application

In the village of Anararoa in the Commune of Ambohimandroso of the Haute Matsiatra region, only men were part of the village well management committee because the community did not believe in women's capacities. But now, women play important roles in the management of existing water infrastructure. A female treasurer is accepted by the entire population and local authorities.

In the Commune of Lokomby in the Vatovavy Fitovinany region, open defecation was classified as a "bako" tradition in the village. It was normal for everyone. Through the involvement of traditional authorities such as the Vavahy, Ampanjaka, Andriambavy, and the Ray amandreny influential of the village for the preservation of environmental hygiene, these leaders manage to gather the population of each Tranobe to discuss and act to eradicate open defecation. When these leaders are involved with the local authorities for a specific cause, they are more heard and respected by the villagers, which is one of the reasons why the Lokomby Commune has recently become ODF.

In the Commune of Soamanandrariny in the Vakinankaratra region, the community defines tasks beforehand, and women are always busy with household chores. The men are allowed to have fun and rest after working in the fields. But nowadays, the community has become accustomed to seeing women and men helping each other by ensuring the hygiene of the latrines, their homes, and seeing the couple rest.

by the project. Annex 31 provides a visualization of this collaboration.

Activities planned for the next quarter

- Support gender focal points in the implementation of their action plans;
- Collecting changes from the application of different gender transformative approaches to share with all project intervention areas;
- Strengthen gender mainstreaming and gender social inclusion in WASH system strengthening;
- Collect changes in trained youth entrepreneurs and facilitate exchanges to facilitate the ripple effect;
- Select women leaders as champions and capitalize on their good practices to impact other women, especially young women.

²³ SNAP : Social Norms Analysis Plot

2.3 Implementation Challenges and Modifications Made/Issues Addressed from the Last Quarterly Report

Table 10. Implementation Challenges FY21.Q3 update

Challenges	Modification / Resolution
<p>COVID-19 The pandemic's uncertain evolution is a great challenge for all project stakeholders as it delays decision-making. The launch of the tendering and contracting process for new water systems was delayed by three months due to the lockdown, closure of administrative offices, and prioritizing the MEAH's COVID-19 response. The project adapted its approaches for business continuity and seized the opportunity to advance access to WASH services as a priority to respond to the pandemic. Travel restrictions at the national and local levels delayed several activities, such as data collection to finalize the WMDP, MEAL data collection, or equipment transport for the water systems.</p>	<p>The COVID-19 situation has improved over the past two months. The team members' health with COVID-19 has improved, but the organizations have always asked the staff to prioritize their health above all else. We have resumed travel with the required health measures according to each organization's protocol. Mobilization of staff remains a challenge as activities more closely related to COVID-19 are prioritized. The rhythm of the water services providers has not yet returned to normal with hesitation and reluctance because of the uncertainty of the changes due to COVID-19. And the reluctance of people to use their money for water services is still a big challenge as the economic impacts of COVID-19 are felt at the community level.</p>
<p>Quality tests. The analysis of water quality by the Institut Pasteur of Madagascar was limited this year because it was difficult to mobilize the IPM for water analyses that require on-site travel since the pandemic. Water operators continued the analyses with their means.</p> <p>In Q1, the IPM has resumed its operations to meet water quality testing needs at the regional level. The region of Vatovavy Fitovinany is still in the process of seeing with the IPM their availability.</p>	<p>The IPM field visits in Vatovavy Fitovinany were finally carried out towards the end of March, and the results are already available and shared in the EMMR's annex.</p>
<p>Paradigm shifts regarding the private sector engagement The main challenges in engaging the private sector in providing WASH services reside in considering the private sector as a development actor and partner and for all stakeholders to understand and adopt a market-based mindset. It starts with the project members themselves, who are more familiar and comfortable with community-based approaches and are suspicious of the private</p>	<p>Water service providers are small and growing businesses. They have the technical capacity on infrastructure but lack management and marketing capacity. This gap still makes it difficult to change the thinking of all WASH actors because we still need to build the capacity of these companies. The change is not obvious because it is a long process, and the expected results require more time. However, we are aware that this is a sustainable solution.</p>

Challenges	Modification / Resolution
sector. Government and local authorities have historically promoted the idea of free public services and have not developed an enabling environment for private sector engagement and investment.	We continued to organize events to share and debate the challenges of private sector engagement in the WASH sector. We will continue to involve the DREAH and the MEAH at the national level in the reflections on the involvement of the private sector to influence the sector.
Monitoring social changes to promote gender and social inclusion: To monitor gender and social inclusion changes, having indicators to track social changes remains a challenge.	The use of the Social Analysis and Action approach allowed us to identify social barriers at the community level and the areas of change to be prioritized. The approach provided us with simple tools to measure change.
It is still difficult for the different actors, including project staff, to reconcile behavior change activities with the use of WASH services. The traditional conception of behavior change resulting from information and communication persists in individual and collective beliefs, sometimes making it difficult to implement more innovative strategies at different levels, whether with other development stakeholders, public institutions, and especially private sector collaboration.	Continued activities with iDE will help us move forward in linking behavior change with service use. We are also strengthening marketing activities with water service providers and involving more VLSAs, who are generally more receptive to adopting products and services that make their lives better. We will accompany these early adopters to influence their neighbors and relatives for the ripple effect.
Taxe sur les Marchés Public (TMP). The introduction and roll-out of the TMP occurred after the launch of the RANO WASH restricted tendering process for new infrastructures. Most WSPs struggled to understand the new rules and practical implications for their current and future construction and delegation contracts	The tender documents used by the project were modified to take into account the application of TMP. We have increased the awareness of the companies on the rules and implications. In Q3, we organized a training for the pre-selected companies on this point.
New challenges	Measures taken
Transferring water services from community to private management The transfer of community management to private management poses several challenges. The individuals who manage the water services are the first to refuse change to fear losing their interest even if the services are not working well. The NGOs that set up the infrastructure are also the entities to manage. And there are different types of social conflicts behind the infrastructures (water management, those who have allocated money in the infrastructure, ...). Few people and entities are familiar with the laws in force on communal project management. The transfer of management becomes a long process.	We have strengthened the inter-ministerial partnership for a common understanding of the laws and the approach adopted. We have also empowered all relevant authorities, such as the Governor of the Region, the Chief District, the Commune, and especially the MEAH and DREAH. We are documenting the process to serve as a tool for the sector as it is a great challenge for the water sector in Madagascar.

3 MONITORING, EVALUATION, ACCOUNTABILITY, AND LEARNING (MEAL)

3.1 MEAL System Update

3.1.1 MEAL system modification

The PCT MEAL Team completed the MEAL system modification this reporting period. Data collection forms were updated and uploaded on CommCare to allow the regional team to start using the new forms.

3.1.2 MEAL Capacity Building

The main capacity-building activity conducted during Q3 was the refresher training for all the TAs in the six regions to update them on the modification of the MEAL system, the revised forms, and data collection processes. The training was organized using the Training of Trainers approach. First, Regional MEAL Officers were trained by the PCT team, and they cascaded the training down to the rest of the team in their respective regions. All the trainings were completed in April 2021, and regional teams successfully started using the revised forms.

Multiple capacity-building initiatives were reported in two regions covered by the RANO WASH project, as listed below.

Alaotra Mangoro

- Support workshop for supervisors on data validation was carried out on June 24 and 25

Atsinanana

- Orientation of new ODDIT MEAL Assistants to the MEAL system, data collection, validation and transmission procedures, MEAL Plan, MEAL operating manual.
- Training new TA in Atsinanana on data collections tools and procedures, evidence documentation and recording, etc.
- Capacity building of the DREAH for filling out SE&AM forms

Haute Matsiatra region:

- Training of the technical managers of the regional office on the recording of data in their CommCare accounts.
- Monitoring, supervision, and capacity building of field team on data collection and recording of achievements in CommCare,
- Capacity building of TAs on the evidence recording procedures in relation to the activities carried out.
- Capacity building of SZ and ASS on data validation and data processing in Excel,

Vatovavy Fitovinany

- Orientation of new staff (subgrantee and regional team) on MEAL tools and the procedures.

3.2 Baseline study in the three new regions

The baseline study the three new regions started in May. The consultant developed the methodology and data collection tools and underwent a review by the RANO WASH team in June. At the end of June, the consultant started data collection on the field for the three aspects of the study including the WASH actors and services mapping, the WASH infrastructures inventory, and the WASH inventory in institutions (schools and health centers).

3.3 Accountability to people served

RANO WASH received 91 instances of feedback from project participants during the reporting period through the CRS green line.

Overall, the most frequent feedbacks concern:

- Request for information about the project activities and the green line (18 feedbacks)
- Request for construction/rehabilitation infrastructure (42 feedbacks)
- Complaint about water cut (4 feedbacks)
- Request for training (about WASH, sewing, facility management) 6 feedbacks
- Request for materials (for local masons, local tailors, STEAH, PL) 12 feedbacks
- Positive feedback (3 feedbacks)
- Other feedback (9)

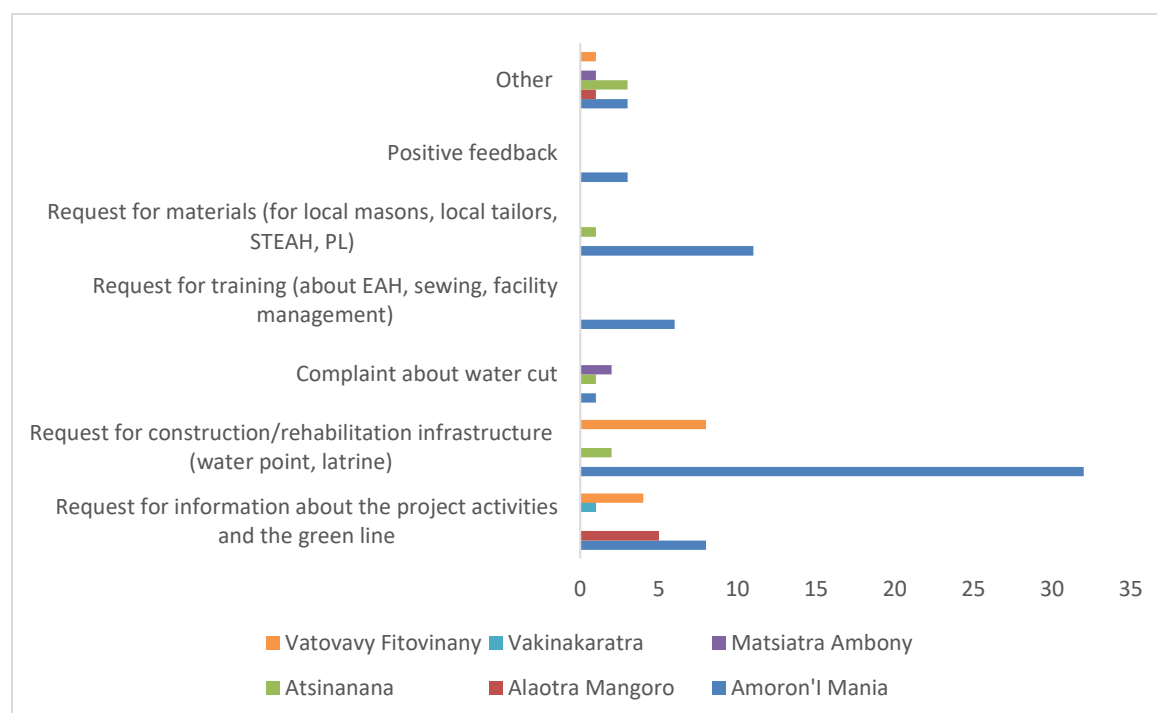


Figure 8 Distribution of feedbacks received per type of feedback and per region FY21, Q3 report

Activities planned for the next quarter

- Data collection for the Baseline study.
- Design and implementation of the annual survey.
- Design and implementation of two learning studies (SO1 and SO3).
- Computation of outcomes and impact indicators for the PPR reporting.
- Refresher training for field team in some regions.

4 MANAGEMENT AND ADMINISTRATIVE ISSUES

Personnel

During this quarter, RANO WASH added or replaced the following positions in our program coordination team:

- Isabel Lina is succeeding to Tianazo Rakotoarisoa as environmental compliance specialist;
- The recruitment of a WASH governance specialist continues,
- Dina Christina is succeeding to Merly Raelison, as MEAL database officer;
- Claudia Andrianarivomanana joined the PCT as program assistant.

Management

During the reporting period, all project offices continued their activities, adapting and taking relevant COVID-19 measures to conduct their activities (partial telework in Antananarivo, hybrid face-to-face and online meetings, implementation of hygiene measures). More than ten RANO WASH staff members at the regional and national levels were affected by the disease, especially from March to May 2021. This situation affected the project performance at the regional level, particularly in Alaotra Mangoro, where activities slowed down and in Antananarivo, with several staff members from the PCT on long sick leave. RANO WASH also requested USAID a delayed submission of the Q2 report. (see Annex 10 RANO WASH Team)

Project management and coordination highlights from this quarter include the following:

- COP-CARE USA HQ Skype -monthly
- COP-DCOP/MEAL Programmatic and Technical Meeting – Weekly
- COP-DAF Finance/Operations Meeting – Weekly
- Project Coordination Team Meeting – Monthly
- Regional-PCT Skype Calls–Monthly
- Regional-level Team Meetings – Biweekly to Monthly
- MEAL PCT/Region/Skype – Weekly
- MEAL Review PCT/Region Meeting/Skype – Quarterly

No-Cost Extension

The project has held discussions with USAID to explore the options and modalities for a No-Cost extension, considering the impact of COVID-19 on RANO WASH activities and significant delays from FY2020. The project plans to submit a proposition of timeline with a formal submission for 12 months no-cost extension to USAID.

Coordination

RANO WASH continues to engage with USAID monthly and GoM partners at the regional, communal, and national levels.

As part of the COVID-19 coordination, RANO WASH continues attending weekly meetings with USAID HPN partners

Events and Visits

Some of the more noteworthy visits/events during this quarter (excluding those at the regional level) are summarized in Annex 8.

5 FINANCIAL MANAGEMENT

RANO WASH's total expenditure in Q3 FY2021 is \$ 1,496,128 , which makes a cumulative expenditure of \$ 4,291,224, representing a burn rate of 47% against the budget of \$ 9,189,672 for the Fiscal year 2021.

The Project contributed a total of 827,101 in cost-share at the end of the third quarter, representing 58% of \$1,436,860 planned for FY21. RANO WASH continues to monitor its target at the end of the project lifetime. (See Annex 4)

RANO WASH also submitted the financial report (SF425) to USAID for this quarter, reporting a cumulative expenditure of \$ 18,724,422 and a cumulative cost-share of \$ 2,347,330 .

LIST OF ANNEXES

ANNEX 1.	RANO WASH In Pictures	I
ANNEX 2.	RANO WASH Success Stories Q3.2I	43
ANNEX 3.	Communication and Media Update Q3.2I	50
ANNEX 4.	RANO WASH Finance & Cost Share Q3.2I Update	65
ANNEX 5.	Program Implementation Plan – Q3.2I Update	70
ANNEX 6.	RANO WASH Project Performance Review Q3.2I	96
ANNEX 7.	FY2I Learning Plan	103
ANNEX 8.	Key Events in Q3.2I	107
ANNEX 9.	List of Communes in Program Areas, by District and Region	109
ANNEX 10.	RANO WASH Team	118
ANNEX 11.	RANO WASH Training Q3.2I	121
ANNEX 12.	List of Regional Coordination Meetings held in Q3.2I	142
ANNEX 13.	Quick Wins from the Local Structures Q3.2I	145
ANNEX 14.	Draft national law of the WASH Policy	149
ANNEX 15.	Communal WASH Budget Q3.2I Update	172
ANNEX 16.	System approach workshop refresher for the MEAH	174
ANNEX 17.	Illustration of tax mobilization	187
ANNEX 18.	SE&AM / Monitoring System Strengthening	189
ANNEX 19.	SE&AM Upgrade Timeline. Q3.2I Update	195
ANNEX 20.	List of APS, APD and WSPs Q3.2I	197
ANNEX 21.	Water System Construction Q3.2I Update	206
ANNEX 22.	Water Coverage Plans Q3.FY2I Update	212
ANNEX 23.	Capacity Building of Water Services providers	229
ANNEX 24.	Coaching Final Report Youth First(fr)	236
ANNEX 25.	Summary Business Plans – Small WASH Entrepreneurs	250
ANNEX 26.	Environmental Mitigation and Monitoring Report	260
ANNEX 27.	Financial Arrangements made BY WSPs for ongoing constructions	333
ANNEX 28.	Nde ho Maitso tools	335
ANNEX 29.	Support for Savings Groups	335
ANNEX 30.	Institutions supported by RANO WASH	338
ANNEX 31.	Gender Actors Mapping	346
ANNEX 32.	Challenging the Social Norms that Influence WASH Access and Control	347
ANNEX 33.	Empowerment of women and girls for Menstrual Hygiene	363

RANO WASH

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