

# Support for Adolescents and Humanitarian Analysis (SAHA)

## Baseline – 22 May, 2019

MAY 2019

## **Background, Location, and Timing**

Support for the Adolescents and Humanitarian Analysis (SAHA) program is funded by the Office of U.S. Foreign Disaster Assistance (OFDA) in the United States Agency for International Development (USAID). This program addresses the difficulties humanitarian actors face operating in Libya due to weak governance and armed power struggles requiring a timely and agile humanitarian response.<sup>1</sup> SAHA will respond through the provision of reliable and timely analysis on the conflict and security environment in Libya in order to increase the context understanding and coordination of humanitarian actors operating in the country.

The key strategic principles of the program include an emphasis on: collecting, triangulating, synthesizing, analyzing, operationalizing primary data and information at the local level by the Humanitarian Access Team (HAT). Through these, the HAT will build off of the success of the previous program funded by United Nations Office for the Coordination of Humanitarian Affairs (UNOCHA) and inform program interventions that are increasingly nimble, adaptive, and integrated, ensuring an impactful response to the Libyan crisis.

This baseline study was carried out in May of 2019 among humanitarian actors operating in Libya, a few months into the program startup in February of 2019.

## **Baseline Study Objectives**

The baseline study primary aims to:

- Establish the milestones with respect to the SAHA program key reporting indicators (see Annex 2) among its targeted beneficiaries
- To identify the humanitarian organizations' information gaps going forward
- To determine current involvement in inter-sector coordination mechanisms and the HAT's role in the Access Working Group, among other bodies.

## **Baseline Study Methods, Data Sources and Limitations**

As per the guidelines of OFDA, the baseline study was gathered within the first 90 days of implementation, primarily in May 2019. For this baseline survey all consumers of HAT products (including monthly reports, situation reports, context briefings, and attendees to the Access Working Group) were polled for their feedback on the program's output since February 15 and the previous programs since March 2018.

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<sup>1</sup> Note that the present baseline report references the Support for Adolescents and Humanitarian Analysis (SAHA) program, which was the program originally approved by USAID OFDA and contained a protection component in addition to humanitarian coordination and information management. A request for a modification to that program to remove the protection component and focus solely on humanitarian coordination and information management is presently in process with USAID/OFDA. As Mercy Corps is not presently operating on the ground in Libya, this baseline does not concern the original protection components of the program but refers solely to data collected as a baseline for Humanitarian Coordination and Information Management sector activities. Once approved, the updated program will be titled Libya Humanitarian Analysis (LHA).

The beneficiaries for this program include development organizations, humanitarian aid agencies, diplomatic entities, research organizations, and stabilization organizations (See Figure 1 for breakdown). There are a total of 154 people in all of these organizations; however, since 32% of respondents indicated they disseminated reports internally it can be assumed that more individuals consume HAT products.

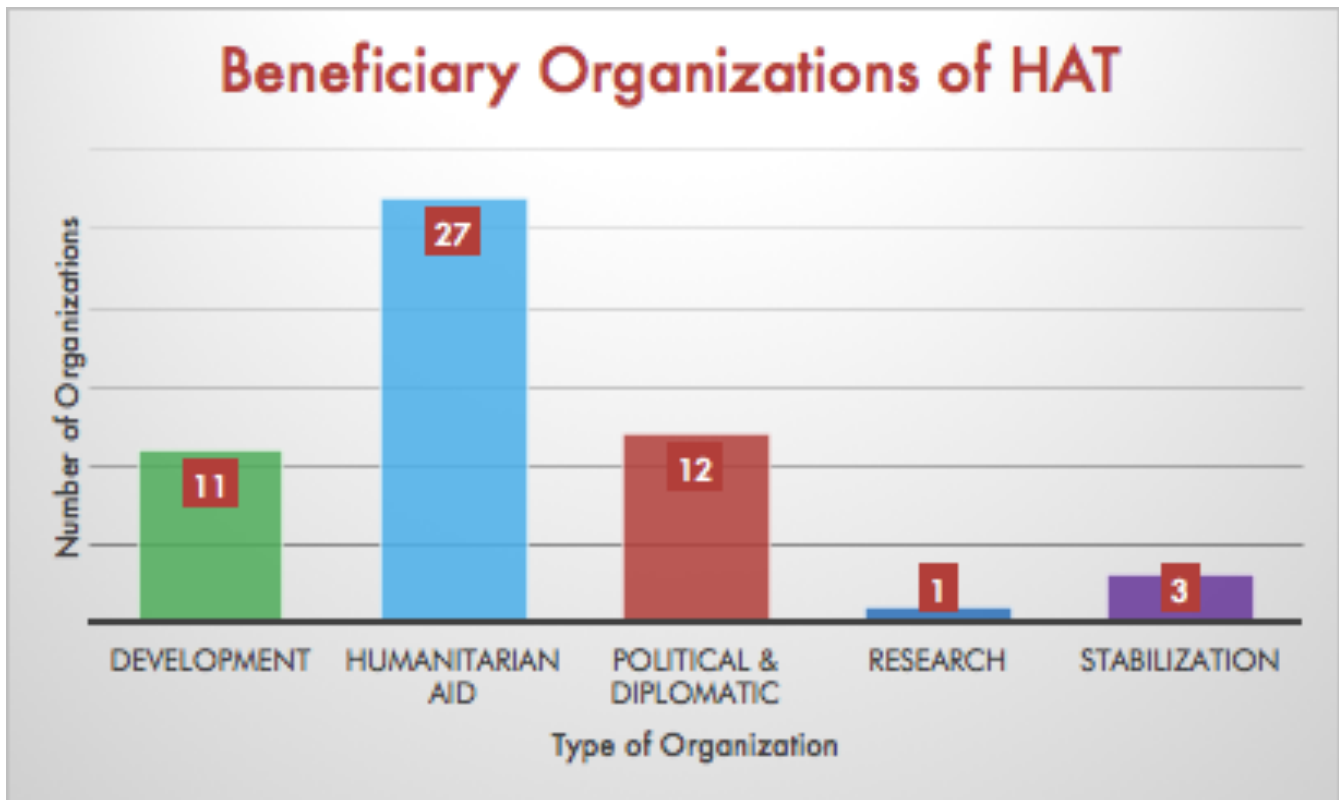


Figure 1: Most organizations receiving HAT products are humanitarian aid organizations. A list of all organizations receiving these reports can be found in Annex 1.

For the purposes of this baseline survey, only development, humanitarian aid, and stabilization organizations were assessed so as to match the requirements of the SAHA Monitoring Plan. 21 individuals in humanitarian aid organizations, five individuals in development organizations, and three individuals in stabilization organizations responded. The total number of respondents was 29 people, making this survey a sample of 18% of HAT product beneficiaries.

The main limitation of the baseline methodology was the availability of a full sample of HAT beneficiaries and humanitarian analysis working group members to respond in the time allocated. It's possible that the ongoing armed offensive in Tripoli prevented many humanitarian aid workers from having time to respond to requests for feedback.

**Figure 2: Respondents Key Information**

Total Respondents	Sector	Implementing in Libya	Position	Year Started Encountering HAT Products
29 people	Humanitarian Aid - 75% Development - 17% Stabilization - 7%	Yes - 72% No - 28%	Programming - 28% Head of Mission - 24% Operations - 17% Security - 7% Analysis - 7% Access - 3%	2017 - 11% 2018 - 61% 2019 - 29%

Figure 2: Most respondents had programming or head of mission roles in humanitarian aid organizations. The majority first encountered HAT products in 2018, which means at the time of this baseline they have already had extensive interaction with the HAT.

The survey was gathered digitally using Survey Monkey sent to beneficiaries emails. Respondents were given five days to respond. A number of auto-responses indicated many individuals were traveling or on leave and unable to complete it.

### **Main Findings of the Baseline Survey**

Mercy Corps' humanitarian analysis program, as managed by the HAT, is largely successful in meeting the SAHA program's sub-sector objectives. These objectives are (1) Humanitarian Coordination, which includes increasing operational access and coordination among the humanitarian community and (2) Information Management, which includes increasing the humanitarian community's contextual knowledge of communities and security in Libya. In the first 90 days of SAHA the HAT has achieved Objective 2, and partly achieved Objective 1. However, more work remains to increase Objective 1.

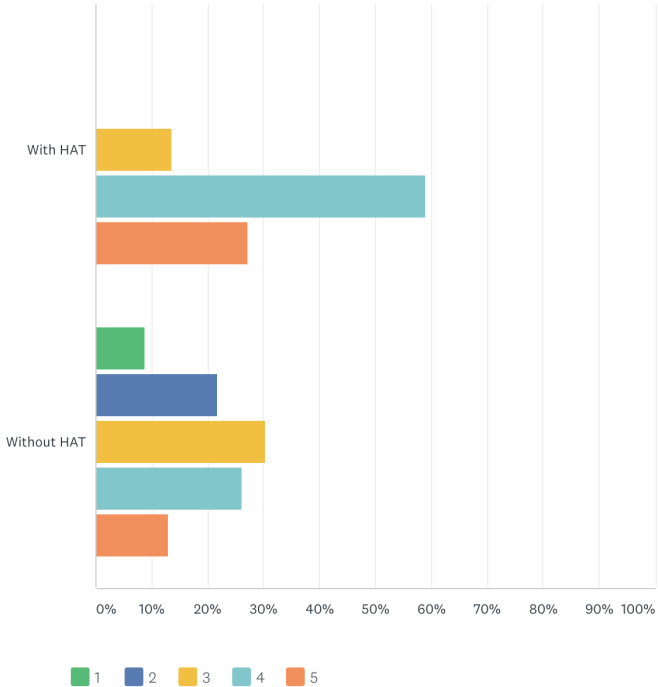
#### **Objective 1: Humanitarian Coordination**

The HAT has moderately achieved its aim to increase operational access. Just under half of respondents (46%) indicated that the HAT helped them negotiate access at an operational level. Respondents indicated that HAT facilitated direct connections to Libyans through its extensive network.

HAT information appears to set a foundation for aid organizations to make decisions rather than providing critical facts or data. One implementer noted "The context analysis and situation updates mean that more time can be dedicated to operations and delivery, rather than essential staff having to analyze and assess the context constantly. It's an enabler to operations." 9% of respondents indicated they would be operating blindly in Libya without the HAT, while most indicated a large amount of

dependence on the HAT. Only three respondents indicated their ability to operate would be unchanged without the HAT (none of whom were donors). See Figure 5.

**Figure 5: Confidence Operating in Libya**



**Figure 5:** On a scale of 1-5 (with 1 being operating blindly and 5 being complete confidence in the decisions made), most organizations indicated that the HAT provided them with greater confidence in their operations. However, 39% indicated that they had high confidence or complete confidence operating without the HAT.

The HAT has much room to improve in coordinating the humanitarian community around access issues. The vast majority of humanitarian and development organizations are part of some form of coordination mechanism, including the INGO Forum, sector coordination, and working groups. However, there is very little coordination around access. HAT programs intend to facilitate this coordination through the Access Working Group, Ad-Hoc Meetings, and Context Briefings. The Access Working Group has met four times in 2019, where it has largely concentrated on the same agenda items each time. Unfortunately, 76% of respondents indicated they do not attend the Access Working Group. Of those that do attend, only 8% found it very helpful. One person noted: "it's not happening at the same speed of changes in the field, poor result." Making the Access Working Group relevant at the operational level will take further investment of time and effort on the part of the HAT and UNOCHA. At the same time, the Access Working Group will be complementary to existing working groups and contribute to the work of other established, sector-specific working groups through the provision of timely information on access conditions.

The HAT also implements Context Briefings, with the aim of increasing the community's contextual understanding and providing a regular forum for discussing current approaches. Respondents indicated they found the Context Briefings to be more useful than one-on-one meetings, even though most tailored access advice is delivered during the one-on-one meetings. The Context Briefings are highly interactive, providing attendees the opportunity to question analyses, debate how to respond, and surface information as yet unaddressed by the HAT or other INGOs. Heads of Mission from humanitarian aid organizations, development organizations, and embassies typically attend. This result suggests that Context Briefings are a powerful tool for coordination and information sharing, rather than simply a medium to transmit information.

It should be noted that there has been a marked increase in access and security focal points in the Libya response, particularly among INGOs. When the Libya HAT was established in 2017, there were only approximately two security focal points in INGOs. As of May 2019 there are six security focal points, increasing sharing and coordination among INGOs. While the increase cannot be traced directly to the HAT, a number of people have expressed informally their appreciation for the HAT's work and their desire for regular analysis tailored to their programs.

## **Objective 2: Information Management**

Libya has no local news sources that are considered unbiased or factually accurate, and international news sources are often superficial and lacking verified information.<sup>2</sup> In this environment, the HAT has achieved complete trust in its information, with 100% of respondents indicating they believed all HAT products. HAT products also have a high readership, with 61% of respondents indicating they read all the reports in full. HAT products are therefore key information documents required for humanitarian actors to inform their programming and access strategies within the Libyan context.

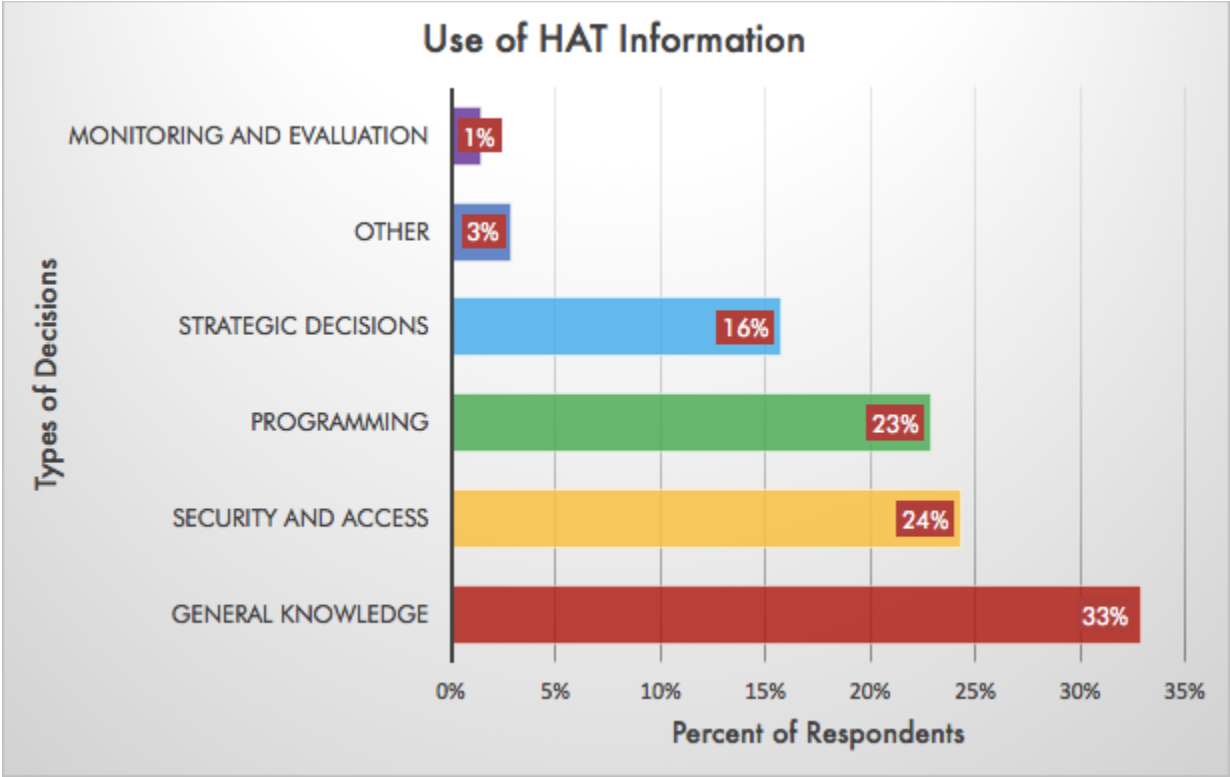
76% of respondents stated that all information in HAT reports are essential information for them. Across all groups, HAT information is largely used for general knowledge and security and access decisions (See Figure 3). A number of individuals indicated they used HAT information to triangulate their own information. Implementers prioritize context around armed groups and politics, while donors prefer information around humanitarian needs, used both for general knowledge and strategic decisions (See Figure 4).

The medium by which HAT delivers this information is critical. At the current pace of violence in Tripoli, the HAT has disseminated situation reports three times a week, context briefings every two weeks, and a monthly report each month. Already since February 15, HAT has disseminated 19 reports, which is 42% of the target in the SAHA Monitoring Plan. According to respondents, Situation Reports are the most useful and

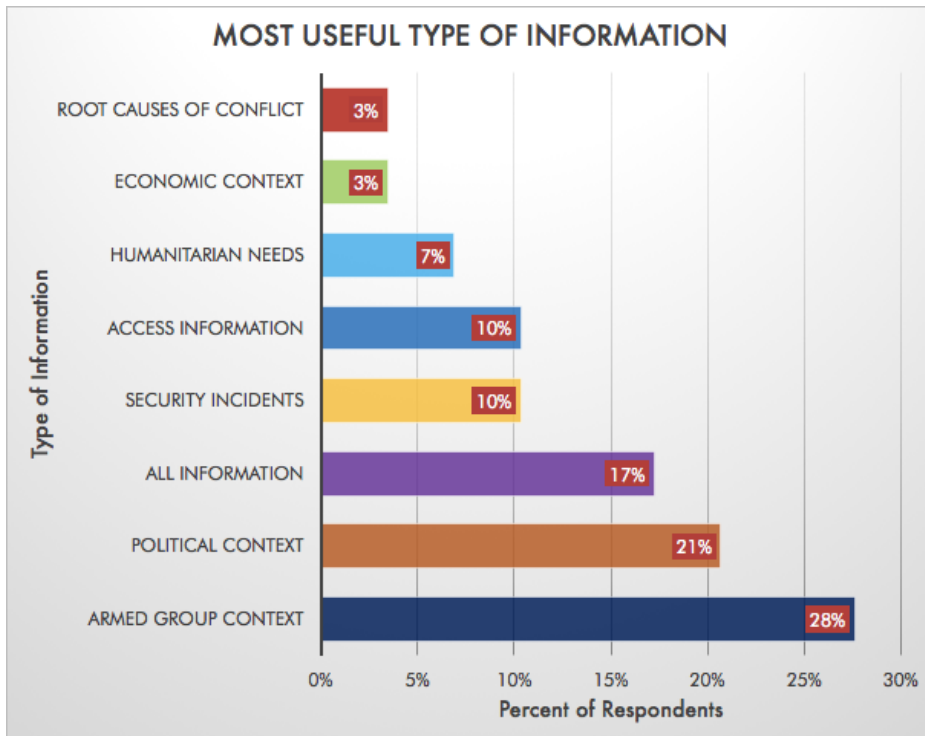
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<sup>2</sup> "Libya Media Assessment: One Year Later," 2013

timely document (though all were rated highly). These flash situation reports update humanitarian actors, particularly field staff, on new incidents that may lead to humanitarian needs and how the humanitarian community can best respond to these incidents as they take place. However, a couple respondents noted that rumors were occasionally disseminated in the situation reports and one stated “quality of info on the sit reps is not always reliable, but we appreciate the timeliness and understand there are trade-offs.”



**Figure 3:** HAT Information is primarily used for General Knowledge, Security & Access, and Programming.



**Figure 4:** Armed group context and political context is most useful for beneficiaries of the SAHA program.

## Analysis

Within the first 90 days, the HAT is operating effectively to meet the needs of its beneficiary organizations. However, there remains significant ground to cover and some potential improvements to consider.

**Critical Information:** For just under half of organizations, the HAT's information is not yet essential. 39% of respondents indicated they would lose some operational confidence without the HAT but would still function effectively or nearly effectively. Notably, the HAT also struggles with combining humanitarian and political information, with only 7% finding its information about needs useful or sufficiently analyzed. The HAT is also severely lacking information on the economic context, a data-intensive effort that it has largely not invested in. While there are numerous other needs assessors and reports on the economic context (most notably by REACH), HAT products would benefit from increased collaboration and data-sharing with organizations that analyze these topics.

**Operational Relevance:** In its current state, the HAT struggles to make itself relevant to implementers. To increase operational access HAT products must provide more use than General Knowledge alone. Only 56% of respondents indicated they used HAT information for Access Planning and Security Management. Indeed, 53% of respondents stated that the HAT had not contributed to their operational access. The HAT scaled back many of its one-on-one meetings over the six months prior to SAHA's

start date, and therefore its role facilitating access diminished. While the Access Working Group was expected to facilitate access, the Working Group's slow pace has not filled the gap left by the HAT's prior work in this regard.

For programs, the HAT has only limited influence. About 30% indicated they used HAT information for program design, while 30% indicated they used HAT information for program implementation. Above all, the HAT in its current form is not a tool for Monitoring and Evaluation (as has previously been suggested), with only one donor organization indicating they used it as such.

**Coordination:** The HAT does not play a significant role in coordinating the humanitarian community. 68% of respondents were already part of some form of inter-agency coordination mechanism, but 76% do not attend Access Working Group meetings. It suggests that the Access Working Group in its current format may not be the HAT's most useful engagement to increase operational access, and the HAT would gain greater benefit cooperating through the sectors who do the bulk of coordination. With incoming reforms to the Access Working Group making it more operational, the HAT's role as co-coordinator will likely increase.

With multiple types of beneficiaries with very specific (and sometimes diverging) information gaps, the HAT has tried to address everyone's needs. However, this risks leaving no beneficiary satisfied. Therefore, a wider array of products targeted at each type of beneficiary might alleviate this issue (for example, donors prioritize big picture information about humanitarian needs more than implementers do). Going forward the HAT will need to focus on meeting implementers' information requirements in order to meet the SAHA program's objectives and increase access to lifesaving aid for Libyans amidst a swiftly worsening conflict.

## ANNEX 1

### HAT Beneficiary Organizations

Type of Organization	Number of People Receiving HAT Products
<b>Development</b>  <i>Total beneficiary organizations: 11</i>  <i>Total beneficiaries receiving products: 25 people</i>	3
	2
	2
	1
	2
	1
	4
	1
	4
	1
	4
<b>Humanitarian Aid</b>  <i>Total beneficiary organizations: 27</i>  <i>Total beneficiaries receiving products: 83 people</i>	3
	4
	2
	2

	6
	2
	2
	2
	1
	5
	1
	3
	1
	3
	1
	3
	7
	1
	6
	8
	2
	2
	8

	1
	2
	2
	3
<b>Political &amp; Diplomatic</b>	8
<i>Total beneficiary organizations: 12</i>	2
<i>Total beneficiaries receiving products: 43 people</i>	2
	9
	4
	3
	3
	4
	3
	2
	1
	2
<b>Research</b>	1
<b>Stabilization</b>	1
<i>Total beneficiary organizations: 3</i>	3

<b>Total beneficiaries receiving products: 6 people</b>	2
<b>TOTAL Organizations</b>	
<b>TOTAL People</b>	

## ANNEX 2

Indicator	Target	Baseline Results (20 May, 2019)
Indicator 1.1.1 Number of humanitarian organizations actively coordinating in the proposed area of work	35	7 (24%) attend the Access Working Group, while 22 (76%) do not.
Indicator 1.1.2 Number of humanitarian organizations actively participating in the Inter- agency coordination mechanisms	15	19 respondents (68%) are currently part of an Inter-Agency Coordination mechanism. 9 (32%) are not.
Indicator 1.1.3: Number of humanitarian organizations receiving joint assessment information	35	54 organizations currently receive joint assessment information from HAT products.
Indicator 1.2.1 Number of products made available by information management services that are accessed by stakeholders	45	Monthly Reports      2 Forecasting Reports   1 Situation Reports      15 Thematic Reports      1 Total: 19
Indicator 1.2.2 Number and percentage of humanitarian organizations utilizing information	35 and 69%	100% humanitarian aid organizations receiving HAT products. 43% of respondents were from humanitarian aid organizations.

management services		
Indicator 1.2.3 Number and percentage of humanitarian organizations directly contributing to information products	15 and 29%	6 organizations (UNOCHA, IOM, UNHCR, REACH, WHO, INGO Forum)

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